TeamViewer Integration with Cherwell

Extend the capabilities of the Cherwell Service Management platform with TeamViewer cross-platform remote support.

In response to the ever-increasing demand for technical support, successful companies rely on smart, efficient, and customizable IT processes. These processes are the operational underpinnings of service delivery and communications to internal staff and customers.

The Cherwell Service Management (CSM) platform improves IT service delivery, allows service organizations to customize digital support flows, and delivers information where it's needed in the most appropriate format.

The TeamViewer Integration with Cherwell enables IT departments and support agents to streamline communication with internal and external users in order to improve efficiency and increase customer satisfaction. Through the introduction of an intuitive flow for creating and sharing remote support invitations within Cherwell, service desk staff can diagnose and troubleshoot issues more efficiently.
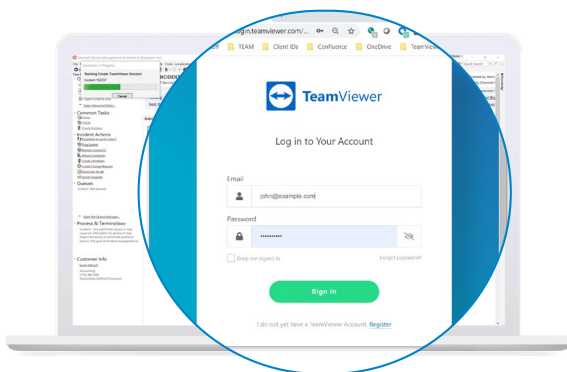

Figure 1: When using the integration the first time, support personnel log in to TeamViewer from within the CSM Incident Console.

Whether it's an employee's laptop that requires IT support, a corporate device such as a point of sale (POS) terminal or digital signage display, or a mission-critical infrastructure server, TeamViewer brings fast, secure, and scalable remote support and remote control functionality to Cherwell that increases productivity. The TeamViewer integration with Cherwell features an intuitive interface, making it easy for Cherwell users to adopt immediately without complicated training.

Solution Highlights

- **Cross-Platform Support**
  Resolve technical issues by remotely accessing and controlling any computer from any kind of desktop or mobile device with TeamViewer remote support capabilities.

- **Efficient Communications**
  Create and join support sessions directly from the CSM Incident Console, so you don't have to toggle back and forth between Cherwell and your remote support solution.

- **Easy Collaboration**
  Streamline collaboration and support processes, enabling customers to join remote sessions by clicking a TeamViewer link in automated email invitations.

- **Remote Onboarding**
  Accelerate application onboarding and reduce service calls by remotely guiding employees to configure and use corporate applications in real time, without compromising the security of corporate data.
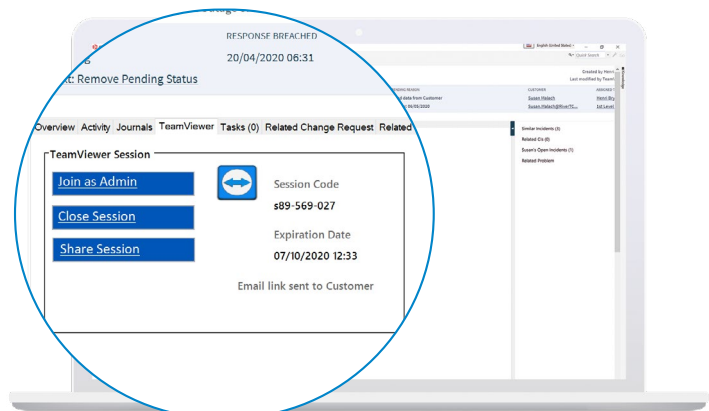
Key Benefits

Improve IT Support Efficiency

Supporters remotely connect to employee devices from within the CSM console to diagnose and resolve software issues faster.

Create a Flexible Support Flow

Administrators create session requests in customizable templates and invite users directly from the CSM Incident Console or any other CSM screen through automated email.

Extend IT Capabilities

Extend the capabilities of your internal IT department by enabling them to connect to company resources directly from Cherwell.

Figure 2: Join, close, or share an open TeamViewer remote support session with one click.

Key Features

Seamless Setup

Use the mergeable app (mApp™) Wizard in the CSM Administrator. Drag and drop the TeamViewer App to the newly created Blueprint and you're ready to start using the integration.

Industry-Grade Security

TeamViewer remote access and chat sessions are secured by end-to-end 256-bit AES encryption with a 4096-bit RSA public/private key exchange, powered by ISO/IEC 27001 certified data centers to keep sensitive employee and customer data safe and protected.

On-Demand Support

Enable support agents to provide on-demand customer support with remote control to resolve technical issues quickly, directly from CSM — across platforms, operating systems, and devices.
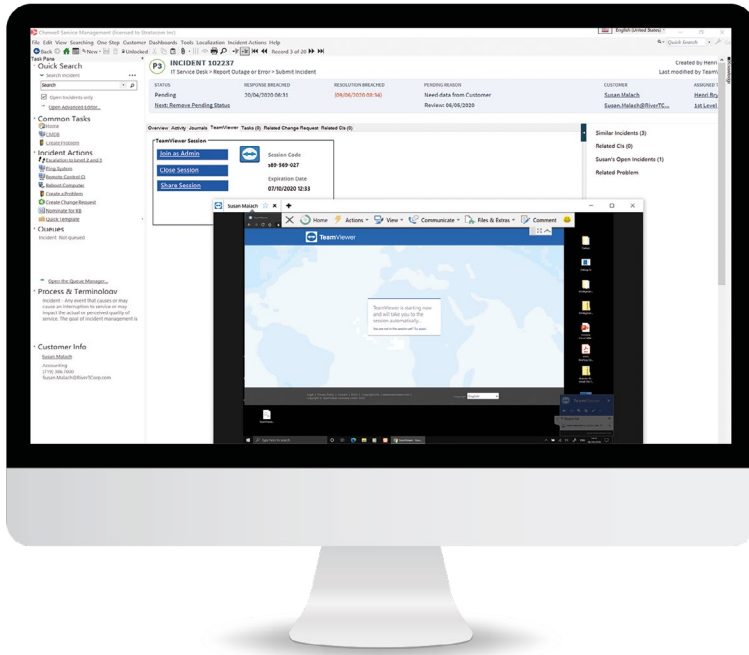

Figure 3: This screen lets you know that TeamViewer is starting and will take you to the session automatically.

Resources

[Get the TeamViewer Integration for Cherwell](#)

[Learn more about the TeamViewer Integration with Cherwell](#)

[Cherwell integration installation and configuration guide](#)

License Requirements

The TeamViewer Corporate or TeamViewer Tensor™ license subscription with the TeamViewer Standard Integrations AddOn for Corportarte or Enterprise Integrations AddOn for Tensor subscriptions is required to use the TeamViewer Integration for Cherwell Service Management.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity. Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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