

TeamViewer AI-powered Session Insights



Session Insights

New

Actions

PowerShell

1. Opened Windows PowerShell (Admin) by right-clicking on the **Start** button and selecting **Windows PowerShell (Admin)** from the context menu
2. Executed the following command in PowerShell:

```
reg add "HKEY_LOCAL_MACHINE\Software\Poli  
/v RestrictDriverInstallationToAdministra  
/d 0 /f
```

File Explorer

3. Opened File Explorer by clicking on the **File Explorer** icon in the taskbar
4. Navigated to the following network path by typing it into the address bar:

```
\csdfkljsd0010
```

Overview

TeamViewer introduces AI-powered Session Insights, designed to boost efficiency and streamline IT operations. These features automate session documentation and provide deep analytics, enabling faster handovers and smarter decision-making.

By optimizing resources and capturing valuable knowledge, IT support teams can resolve issues faster, improve customer satisfaction, and scale expertise, even with limited staff.



Customer testimonials

New features were developed through a customer-centric beta-testing program, ensuring they are aligned with real-world user needs and deliver targeted value. Feedback was rephrased for clarity.



“Efficient documentation and handover processes are a significant challenge for us; our documentation practices are far from optimal. Currently, it feels like we’re reinventing the wheel every day.”

“The session summary feature provides immense value, making it easier to provide reliable proof-of-service and meet SLAs.”

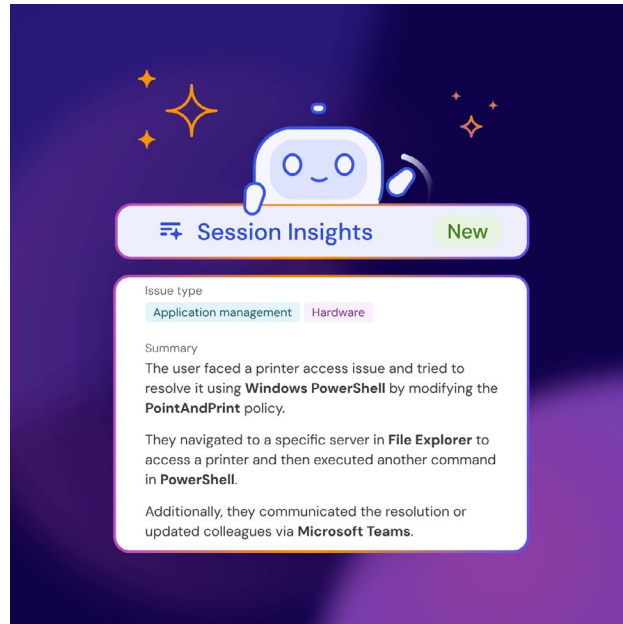
“When we were introduced to the new beta feature, I thought, ‘This is impressive.’ Session documentation typically takes 5-10 minutes, and the true value lies in having consistent, high-quality reports readily available. This ensures smoother handovers and helps prevent redundant troubleshooting efforts.”

Key features

Session Insights (Summaries)

Transform support cases into structured data and generate concise summaries with clear, actionable insights.

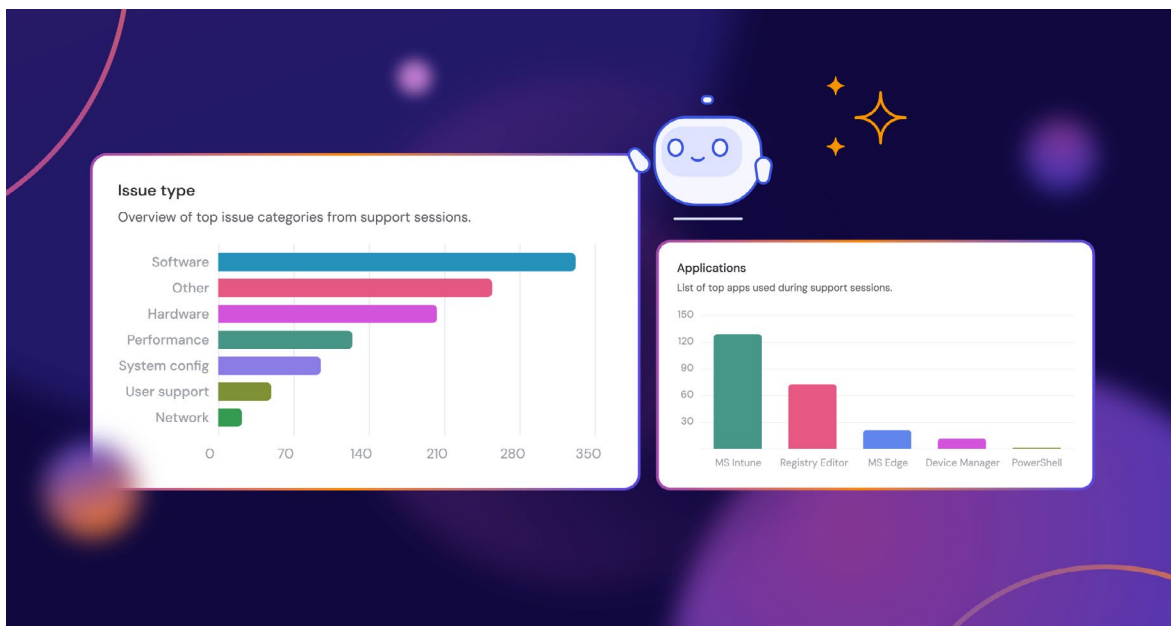
- ★ Automated summarization: AI condenses session information into essentials.
- ★ Smart tagging: streamlined categorization of sessions.
- ★ Action log: detailed view of support activities.



Session Insights (Analytics)

Provides deep insights into support patterns to become more proactive allowing to actively address error prone applications or expert knowledge gaps.

- ★ Comprehensive session analytics: track total sessions (average duration, sessions per expert, number of sessions, issue types (network, software), OS, applications, session lengths) and frequent issues to identify trends and optimize resource planning.



Addressing business challenges



Improved team performance and scaled expertise

TeamViewer enables IT teams to increase efficiency through automated case documentation and enhanced knowledge capture. Even with limited skilled staff, these capabilities ensure that every IT agent can tap into collective expertise, boosting overall team performance while freeing up IT professionals from repetitive tasks to focus on more critical work.



Lower MTTR and handle more support cases

TeamViewer's standardized session documentation speeds up case review, handovers, and troubleshooting. This leads to a reduced mean time to resolution (MTTR) and improved customer satisfaction.



Track and optimize workforce performance

With comprehensive dashboards, TeamViewer provides insights into where teams are spending their time, helping to identify recurring issues and problematic applications. This data enables resource optimization and operational improvements.



Meet SLAs and provide proof-of-service

TeamViewer ensures alignment with Service Level Agreements (SLAs) and quality standards through automatic documentation and analytics, providing clear proof-of-service for customers.



Optimized IT training

TeamViewer delivers data-driven insights that enable IT trainers to identify specific training needs, develop knowledge bases, and establish effective problem-solving approaches and best practices.

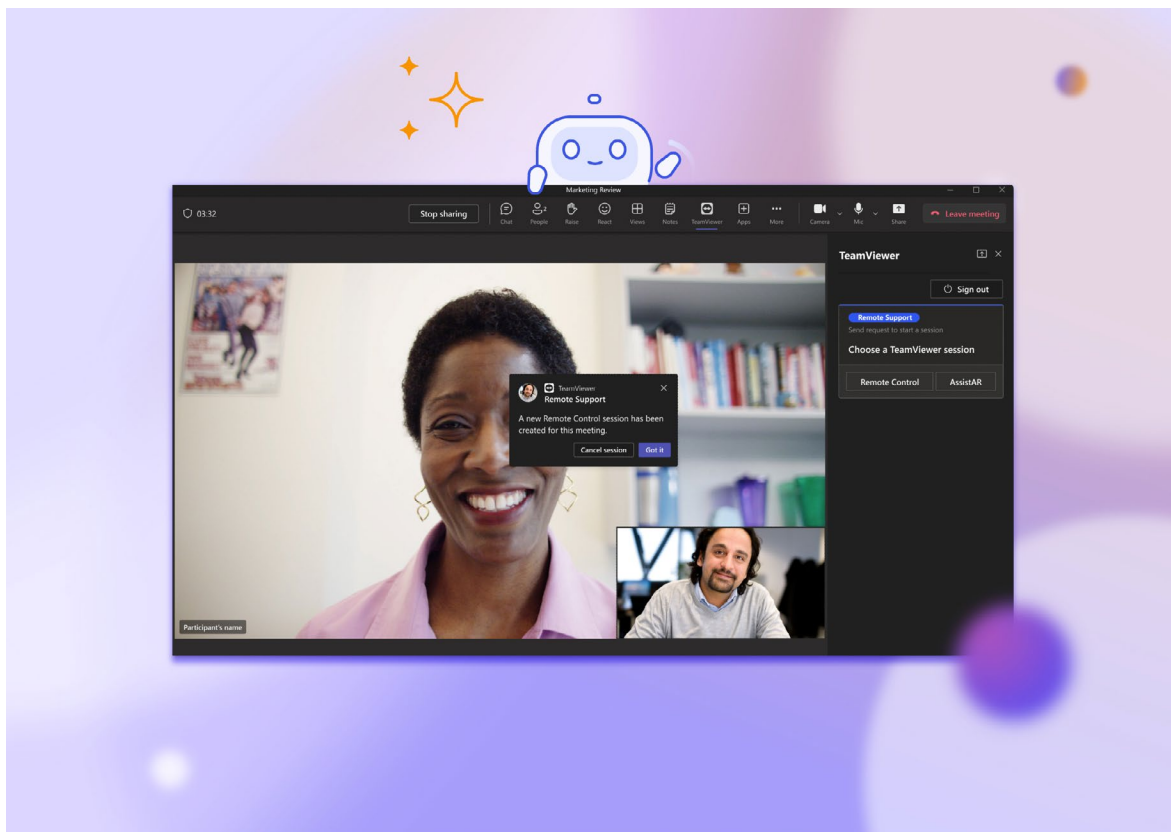
Powerful integrations

Microsoft Teams

TeamViewer's integration with Microsoft Teams brings powerful remote support capabilities directly into the platform. Support agents can view session insights, access past session data, and receive AI-driven recommendations—all within Teams.

ServiceNow

Enhance your ServiceNow experience with TeamViewer's AI-powered tools, which streamline troubleshooting and support operations directly within the ServiceNow environment.



Boost your support capabilities with TeamViewer's AI-powered integrations for Microsoft Teams and ServiceNow, delivering seamless remote support, smarter troubleshooting, and streamlined operations—all within the platforms you already use.

Security



Data security and privacy

TeamViewer upholds the highest encryption standards to ensure the security of customer data. While full end-to-end encryption is not possible due to the nature of AI processing, data is encrypted with a company-specific key and securely stored using Microsoft Azure. Session content is de-identified to protect privacy, and all AI-generated data is processed securely, with several layers of anonymization applied.



Data processing

TeamViewer acts as the data processor when using AI Services, ensuring that session data is processed securely. Third-party AI providers analyze data captured and preprocessed by TeamViewer's advanced session logging engine to generate actionable insights while applying de-identification measures to safeguard personal data.

Technical overview

The new AI-powered features utilize Microsoft Azure's advanced OpenAI models, ensuring high-quality, secure, and reliable processing.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. Although TeamViewer is free of charge for private use, it has around 640,000 subscribers and enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation, automation and new work, TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things and Artificial Intelligence. Since the company's foundation in 2005, TeamViewer's software has been installed on more than 2.5 billion devices around the world. The company is headquartered in Göppingen, Germany, and employs more than 1,500 people globally. In 2023, TeamViewer achieved a revenue of around EUR 627 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at www.teamviewer.com.

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