Overview Assist AR - feature comparison

	Assist AR Lite	Assist AR Pro
In-session features		
AR annotations arrows, free-hand drawings, text to markers	✅	✅
2D pointer	✅	✅
In-call timer	✅	✅
List of participants	✅	✅
Notify on bad network	✅	✅
Mute	✅	✅
Zoom	✅	✅
Pause mode Pause video stream to transfer and annotate a stable high-resolution picture	✅	✅

Feature		
Chat	❌	✅
Real time information sharing and screen sharing	✅	✅
OCR optical character recognition	✅	✅
File sharing	✅	✅
Take screenshot	✅	✅
Session recording	✅	✅
Flashlight	✅	✅
Add more experts and multiple viewers	❌	✅
Live captions	❌	✅
Translations Chat and voice	❌	✅
Session transcript	❌	✅
AI supported session summary	❌	✅
Outside of session and connection		
Create tutorial Create sharable videos with AR elements	✅	✅
Send session invite SMS, E-Mail	5 SMS/month	unlimited
Push notifications Receive calls while not having the app in foreground	✅	✅

Feature		
One click session request Only with MDM	❌	✅
Scan QR to create TV service desk ticket	❌	✅
Augment session Start a Assist AR session from a TeamViewer remote session	❌	✅
Augment RC session Start a session from a RC app session	❌	✅
Reporting		
Connection reporting, call history	❌	✅
Connection protocol local file	❌	✅
User and device management		
Device management	✅	✅
User management	✅	✅
Single-sign-on (SSO)	❌	✅
Usage		
Unlimited number of sessions	✅	✅
Smart glasses	✅	✅
Number of devices to connect from: 3	✅	✅
Connections per user: 1	✅	✅

Security		
256-bit AES End-to-End Encryption	✅	✅
Two- factor authentication	✅	✅
Integrations		
Microsoft Teams	❌	✅
Salesforce	❌	✅
ServiceNow	❌	✅
SAP FSM	❌	✅
Other		
Conditional access router	❌	Available as add-on
Customer terms and conditions	❌	✅
White-labeling through mobile APP SDK	❌	✅
Mobile browser version for Support requester/ technician Allow to join a call without the Assist AR app	✅	✅
Workflow integration	❌	❌
On-premise deployment capabilities	❌	❌

TeamViewer

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 Goppingen, 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 https://www.teamviewer.com/.

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