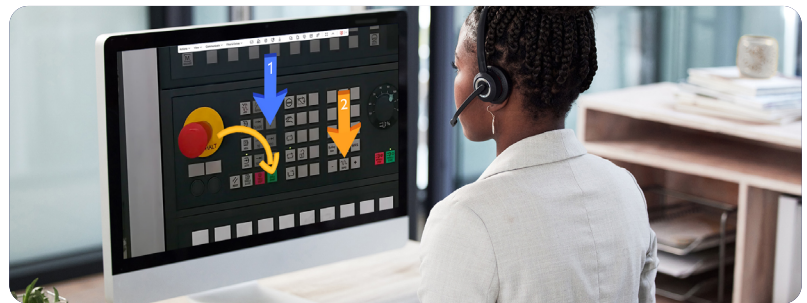**TeamViewer**

Scan, connect, and get the support you need

Streamline the creation of machine-specific tickets with a simple scan. Directly route the request to the right expert for issue resolution in real-time with Scan for Support.

When a machine or piece of equipment malfunctions, timely resolution is crucial, yet customers often struggle to get support. They waste valuable time searching for the correct service hotline, repeatedly explaining the issue to different representatives, and dealing with poor information capture—all while the machine remains down. Frequently, the solution requires an on-site visit from an expert who needs to see the problem firsthand to resolve it.

Scan for Support cuts through the noise. With a simple scan a device-specific ticket is created – and sent directly to the right expert who can help solve the issue in real-time with an AR-powered live session.

1 **Scan**

Raise a support request with a single scan.

2 **Connect**

Connect with the right expert in an instant.

3 **Get the support**

Solve the issue there and then - with expert guidance.

Service requests are directly routed to the assigned supporter via TeamViewer's Service Desk solution. Information storage, call routing, reporting in one single spot.

A ticket with auto-populated machine details like device name and serial number is created. More information and pictures can be added.

Right from their TeamViewer dashboard, the supporter guides the person on-site through the resolution as if they were both there, using See-what-I-See AR technology.

Benefits of Scan for Support for your after-sales service

Reduce friction, frustration, and lost time for your customers requesting support.

Create a fully digital, and **traceable support** experience for complete auditability.

Speed up resolution times by preventing misunderstandings from the start.

Save valuable time and reduce travel costs by resolving issues remotely.

Connect the **right expert** from the outset, saving time for your customer and your own support team.

Prepare **more effective on-site visits** with remote diagnostic investigations, performed in advance.

Give your customers the support they deserve.

Learn more

Stay Connected

www.teamviewer.com