TeamViewer

TeamViewer integration for Microsoft Teams

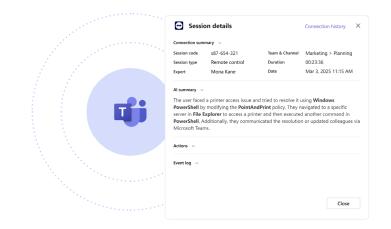Add easy-to-use, secure, real-time remote support to your Microsoft Teams workflows

Integrating TeamViewer and Microsoft Teams is easy

Adding TeamViewer's market-leading remote support tools to Microsoft Teams is quick and simple, with this easy-to-deploy integration.

In just a few clicks, your IT supporters will have access to TeamViewer tools including high-performance attended support and real-time Augmented Reality (AR).

Session details   Connection history   ✕

Connection summary ⌄

Session code	s87-654-321	Team & Channel	Marketing > Planning
Session type	Remote control	Duration	00:23:36
Expert	Mona Kane	Date	Mar 3, 2025 11:15 AM

AI summary ⌄

The user faced a printer access issue and tried to resolve it using **Windows PowerShell** by modifying the **PointAndPrint** policy. They navigated to a specific server in **File Explorer** to access a printer and then executed another command in **PowerShell**. Additionally, they communicated the resolution or updated colleagues via Microsoft Teams.

Actions ⌃

Event log ⌃

Close

Add advanced TeamViewer capabilities to your workflows

Once you've integrated TeamViewer with Microsoft Teams, you get instant access to a range of advanced remote support capabilities.

Reasons to integrate TeamViewer and Microsoft Teams include:

Provide support faster, with less friction, by creating and sharing remote support invitations within Microsoft Teams.

Remotely connect to and support devices from within Microsoft Teams, with industry-leading cross device compatibility.

Find the fix faster with advanced in-session tools including file transfers, black screen privacy, scripting tools — and more.

Use augmented reality (AR) to give precise, real-time visual guidance and troubleshooting and solve problems faster.

Quickly find managed devices, and relevant historic session data, from within any Microsoft Teams message.

Use Microsoft Copilot to query an **automatically generated knowledgebase** of all your TeamViewer support interactions within Microsoft Teams.

Benefit from enterprise-grade security

To give you peace of mind, and enable you to demonstrate compliance, all the integration's features are protected by security of the highest standard.

- Certified compliance with compliance with GDPR, HIPAA, and ISO/IEC 27001 and other global data-protection standards.
- End-to-end encryption for remote sessions within Microsoft Teams, protecting all session data.
- Role-based access controls ensure only authorized staff can access and use advanced remote support.
- Use built-in single sign-on (SSO) to both secure and simplify identification and authentication.
- Rely on automatically generated session summaries to capture every support interaction, from troubleshooting steps to application changes.

Hit your targets, with a TeamViewer-Microsoft Teams Integration

This combination of secure remote support with granular permissions, AI-powered insights, and AR empower teams managing ad-hoc support requests

Ways in which TeamViewer-Microsoft Teams integration can help you achieve your business goals include:

- Cut the average time to resolution, to show demonstrable business value.
- Be more productive with secure, intuitive streamlined workflows.
- Eliminate frustration with stable, responsive, and secure remote connections.
- Make compliance easier, with automatic logging and advanced reporting.
- Increase end user satisfaction with advanced, collaborative support tools.

TeamViewer's Microsoft Teams integration will help you hit your SLAs and achieve your technology and business goals.

Contact us today to find out how TeamViewer's Microsoft Teams integration can help you achieve your business, technology, and efficiency goals.

Contact TeamViewer today

Stay connected