



TeamViewer Integration for Atlassian

Extend Jira Software, Jira Core, and Jira Service Desk platforms with TeamViewer cross-platform remote control capabilities



Introduction

Companies are confronted with the ever-increasing complexity of developing competitive products and services. The result? Teams involved in the design, development, testing, and other phases of the product life cycle are continuously growing. And, in many cases, they're geographically dispersed due to the diverse skillsets required, the larger scale, and various cost reasons.

Along with product development challenges, companies are also facing new issues providing customer support for all their products.

TeamViewer Plug-in for Jira Server and Jira Cloud

Empower all teams to collaborate more efficiently throughout development cycles with instant chats, video calls, screen sharing, fast file transfers, and remote control with the TeamViewer plug-in app for Jira Server and Jira Cloud products.

The TeamViewer app automatically detects the online statuses of reporters, assignees, and commentators, enabling them to open a communication channel and connect in the same mode, with a single click from the Jira environment. Plus, if other team members or customers are offline, they can create and share remote support invitation links in the ticket comment field to use when they're back online.

- **Cross-Platform and Device Compatibility**

Connect across platforms and devices to remotely control other Window computers, Macs, and mobile devices, regardless of device type or operating system.

- **Plug & Play Integration**

Download the TeamViewer plug-in for Jira, connect your TeamViewer licensed account, and you're all set to connect instantly within your Jira environment. No configurations, developers, or training required.

Key Benefits

- **Enhance collaboration for faster problem-solving**

Assignees can get required information more efficiently to resolve issues faster by starting instant chats, video calls, screen sharing, or remote control sessions with the reporter or other stakeholders of issues, directly from Jira tickets.

- **Optimize support session workflows**

Create TeamViewer remote control session codes and share the invite links with one click to connect later with offline users.

- **Save time by referencing persistent chats**

Set up persistent chat groups for ongoing discussions for future reference to find information or help resolve related issues.

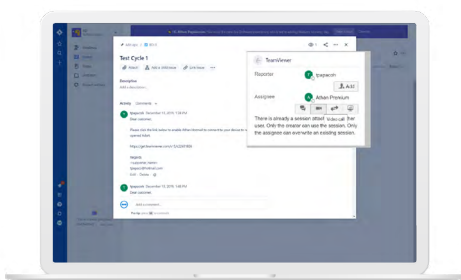


Figure 1: See the available status of Reporter and Assignee to start a chat, video call, remote control, or screen sharing session with one click.

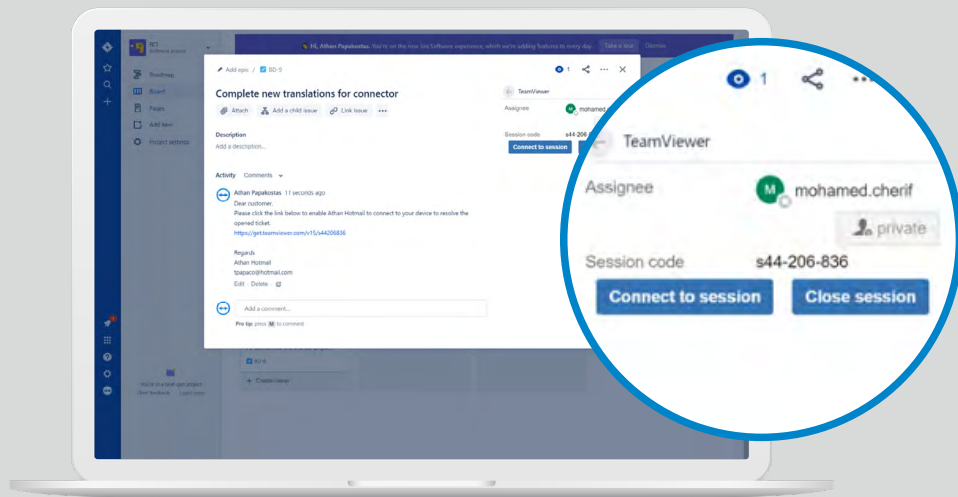


Figure 2: One-click buttons to connect to sessions, integrated in the Jira environment

License Requirements and Bundling

A valid TeamViewer Corporate or TeamViewer Tensor subscription license is required to use the TeamViewer integration for Jira Software, Jira Core, and Jira Service Desk. To support mobile devices, customers also need the TeamViewer Mobile Device AddOn (MDS), available at [teamviewer.com/buy-now](https://www.teamviewer.com/buy-now).

About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2 billion devices; up to 45 million devices are online at the same time. Founded in 2005 in Göppingen, Germany, the company employs about 800 people in offices across Europe, the US, and Asia Pacific.

Resources

[TeamViewer Plug-in for Jira Server](#)

[TeamViewer Plug-in for Jira Cloud](#)

[TeamViewer for Jira](#)

[Webinar: Supercharge your Customer Engagement and Support with TeamViewer Tensor Integrations](#)

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