



TeamViewer Integration with Matrix42

The TeamViewer integration with Matrix42 enables support agents to remotely connect and control devices directly with TeamViewer's cross-platform remote support technology.



Enable Customer Support Agents to Resolve Issues more Quickly with Enterprise Remote Support

IT and customer support departments globally have been faced with tremendous challenges as the device support landscape becomes increasingly more complex. As the number of devices are expected to double over the next decade, IT and support departments are looking how they can streamline and optimize service desk operations.

The TeamViewer integration with Matrix42 seamlessly extends the capabilities of the platform by enabling IT service agents to connect to affected devices directly from the incident. Agents can quickly and efficiently resolve the issue by eliminating the need for switching platforms, lengthy phone calls and inefficient operations. All remote support sessions are logged, enabling companies to generate new support KPIs and audit their remote activities.

With the integration, employees can join TeamViewer sessions with the service agent from their browser via TeamViewer's web client allowing you to easily deploy the solution without the need to roll-out additional software in the already complex corporate IT landscape.

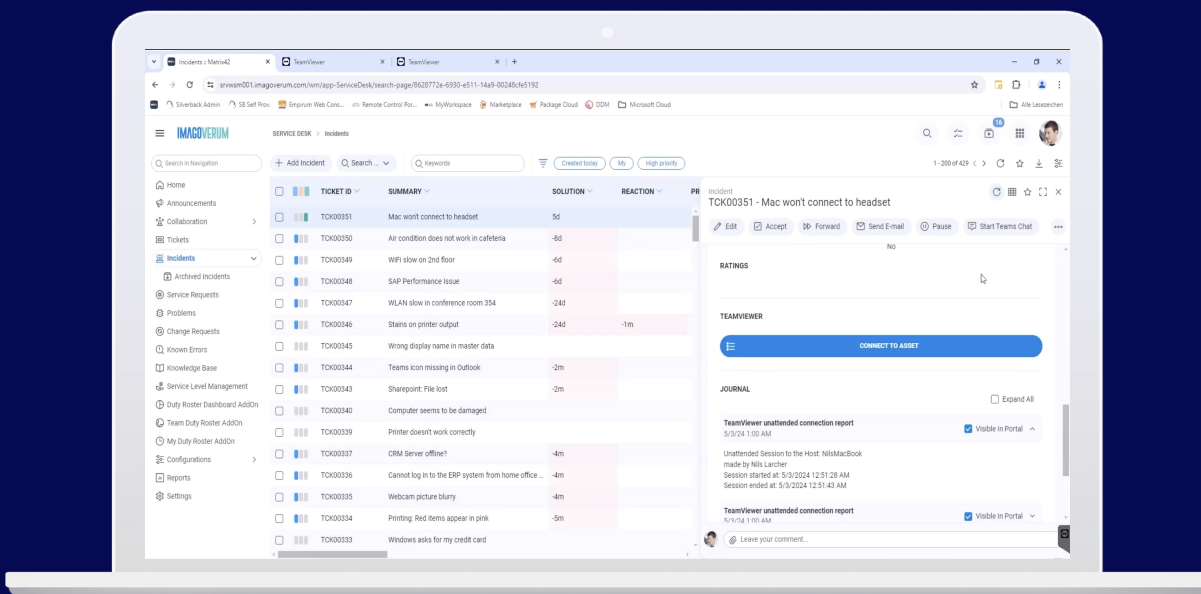


Figure 1: Launch TeamViewer and connect to assets directly from Matrix42 .

Solution Highlights

- ✓ **Attended and Unattended Access**
Send session invites directly from the ticket to affected users or connect directly with the affected company-owned assets.
- ✓ **Remote Interaction Tracking**
Automatically attach TeamViewer connection reports generated during the session to the Matrix42 ticket, including start/end time, and devices and users involved in the remote session.
- ✓ **Browser-Based Support**
Reduce the amount of installed software on your IT fleet and use TeamViewer in a new browser tab launched from the Matrix42 ServiceDesk.

Key Benefits

Efficient issue resolution across all devices

Connect securely to any type of device (laptops, PC, servers, smartphones, tablets, etc.) with any type of operating system (Windows, Linux, Android, macOS, iOS, etc.) from anywhere to solve issues more quickly and reduce downtime.

Secure and enterprise-ready remote solution

Keep your assets and remote connections secure by leveraging TeamViewer's certified and proven enterprise-grade remote solution directly from the Matrix42 ServiceDesk. Access secure features like single sign-on, conditional access, and many more.

Improved and seamless collaboration

Reduce the need for installing additional tools and create a more integrated user experience that improves collaboration, streamlines training and lessens the maintenance needed in the IT and support departments.

Why integrate TeamViewer with Matrix42?

- 01** Remotely access and control any employee's device with TeamViewer's cross-platform solution and resolve technical issues faster.
- 02** Guide employees in real-time on how to configure and use corporate applications and devices.
- 03** Get an overview of all remote activities on tickets and use this for auditing purposes.
- 04** Connect to affected assets directly from the ticket in Matrix42.
- 05** Work completely seamlessly by joining TeamViewer sessions directly from the browser.

License Requirements

License requirements for the TeamViewer integration with Matrix42:

- ✓ TeamViewer Tensor License
- ✓ TeamViewer Enterprise Integrations Add-On

Resources

[Get the TeamViewer Integration for Matrix42](#)

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