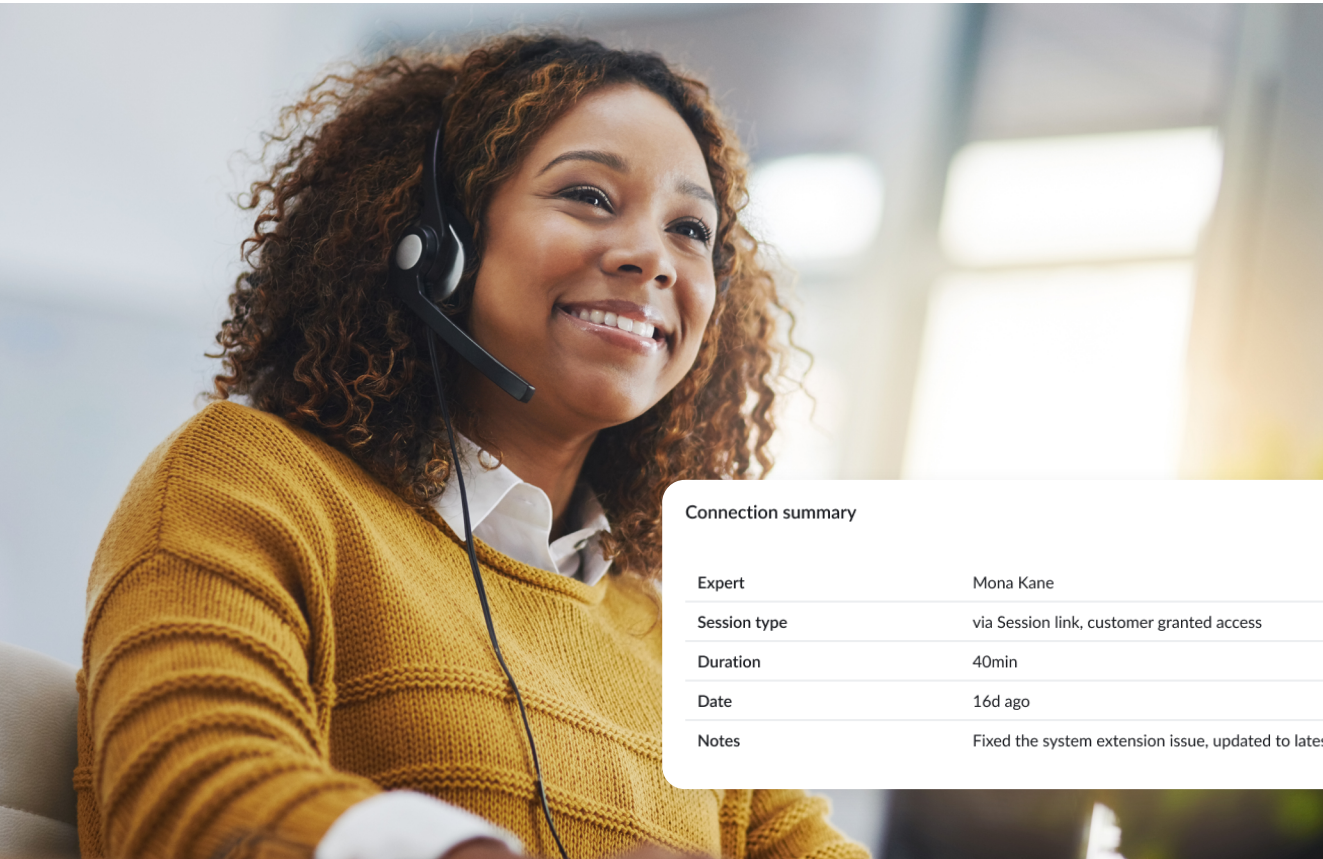


TeamViewer integration for ServiceNow

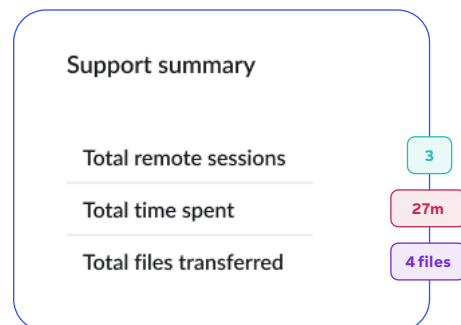
Transform your organization's service delivery with highly-secure remote capabilities and AI-powered insights.



Elevate your IT efficiency

Transform your IT support by seamlessly integrating TeamViewer directly into ServiceNow. Your teams can easily streamline workflows across IT Service Management, IT Asset Management, Customer Service Management and Field Service Management.

This powerful integration allows your team to work in one interface, so they don't need to switch between applications to gather information or perform tasks. With remote access capabilities embedded in your existing workflows, you can simplify processes and improve responsiveness, ultimately increasing employee and customer satisfaction.



Why integrate TeamViewer with ServiceNow?

- ✓ **Optimize support workflows:** Empower your IT team to connect directly to devices from ServiceNow tickets, making it faster to diagnose and resolve software issues.
- ✓ **Streamline IT processes:** Manage and maintain corporate assets remotely from a centralized inventory console, for more control over your IT environment and increased efficiency.
- ✓ **Reduce time to resolution:** Keep critical infrastructure running smoothly with TeamViewer's Unattended Access feature, which enables you to proactively handle maintenance and ensure maximum uptime.
- ✓ **Avoid on-site support:** Tackle complex issues remotely, so you cut down on travel costs, improve response times, and enable technicians to handle more tickets.
- ✓ **Harness AI-driven insights:** Use AI to uncover insights from actions taken within a session, so it's easy to prioritize urgent issues, implement preventive measures, and share effective solutions for common problems. This enhances team expertise and creates a more proactive support experience.

Key features

- 1 AI-powered Session Insights:** Boost support quality with intelligent, AI-generated overviews that analyze the actions taken during each session. Access precise, categorized summaries, highlighting key steps and issues resolved. Easily spot recurring problems, refine your knowledge base, and gain full context for every ticket.
- 2 Enhanced session auditability:** Get a complete view of every support session with instant access to key details. TeamViewer captures file transfers, actions taken, connection reports, and event logs, and turns them into actionable insights. Strengthen your review process, meet compliance requirements, and safeguard customer trust with a robust audit trail.
- 3 Session recordings:** Securely store session recordings within your infrastructure. Link recordings directly to ServiceNow tickets for easy access. Leverage these for in-depth case reviews, targeted agent training, and clear proof-of-work for customers.
- 4 Consolidated session view:** Give faster, more efficient support with a unified view of all active TeamViewer sessions. Handle multiple issues simultaneously, prioritizing what matters most. Streamline your workflow to deliver quicker resolutions and exceed customer expectations.
- 5 Advanced cross-platform and AR remote support:** Visualize issues in real-time using our augmented reality (AR) functionality, Assist AR. Improve your first-time fix rates and deliver top-tier assistance across all operating systems and devices. Solve complex problems effortlessly, regardless of your IT environment's diversity.
- 6 Industry-grade security:** Safeguard sensitive data with robust protection measures. Benefit from end-to-end encryption, ISO/IEC 27001 certified data centers, and full GDPR and HIPAA compliance. Ensure your remote support meets the highest security standards.

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