![TeamViewer]

TeamViewer Integration with Slack

Enable Slack users to remotely connect to each other directly within a Slack conversation with TeamViewer cross-platform Remote Control and Augmented Reality technology.

Remote work, working across different time zones as well as the use of different communication tools poses a tremendous challenge to efficiently collaborate in the workplace. Workers need to share information in different formats, sometimes even with people outside of their own IT infrastructure, and it's getting more and more difficult to stay on top of things when too many different communication tools are used.

For this reason, many companies choose Slack to provide their employees a platform that offers a plethora of different communication capabilities and serves as a hub that contains all the tools needed to connect easily across departments, offices, time zones and even other companies.

The TeamViewer integration to Slack seamlessly extends the capabilities of the platform by

→ enabling Slack users to remotely access any devices regardless of the operating system

→ extend collaboration capabilities beyond traditional chat, VoIP and video calls

→ Providing easy, fast, and secure augmented reality-powered visual assistance to identify and solve problems from anywhere, anytime

Solution Highlights

Enhance Communication
Extend communication capabilities of the platform with Remote Control and Augmented Reality technology.

Improve Support Capabilities
Enable IT supporters and technicians to remotely support desk and frontline workers equally.

Slash Commands for Ease of Use
Allow Slack users to easily request help from a support specialist or colleagues with slash commands.
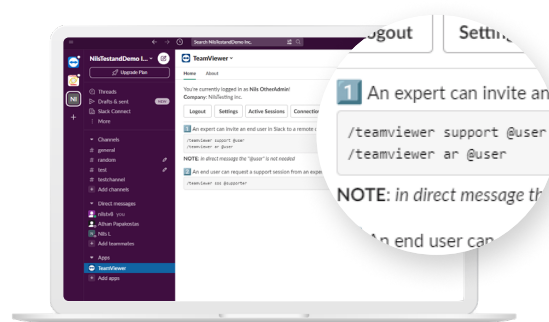

Figure 1: With the slash command "/teamviewer" a user can easily invite others to Remote Control or Augmented Reality sessions or request help from a support specialist.

Key Benefits for End Customers

Enhance communication capabilities
Extend the Slack platform with Remote Control and AR-powered support capabilities to facilitate the daily work of your employees and customers.

Increase support efficiency
Use Remote Control or augmented reality powered visual assistance for demonstrations or trouble-shooting instead of long-winded explanations on the phone to solve issues better and faster.

Intuitive and efficient workflow
Connect directly from a Slack conversation to a colleague, customer or frontline worker to provide fast and efficient support and to resolve issues on the spot.

Easy deployment
The integrated user experience does not require installation of additional tools and reduces the overhead for training and IT maintenance.

Key Features

Create invitations for Remote Control and AR-based support connections with slash commands
Slack users can easily invite colleagues, partners or customers to a Remote Control or Augmented Reality connection by typing "/teamviewer support" in channels or direct messages.

Support requests from any Slack conversation
The TeamViewer integration allows Slack users to directly request help from a supporter with the slash command "/teamviewer sos". The support specialist then can join a session either with the regular TeamViewer client or directly from his browser

Home tab with consolidated view of all activities
The TeamViewer Dashboard includes a list of the active support cases, a connection history and configuration settings and acts as a one-stop shop for all TeamViewer interactions.

Browser-based Support
The user can choose whether he wants to join a support session with the installed TeamViewer client or from his web browser.

License requirements

- TeamViewer Tensor subscription
- TeamViewer Enterprise Integrations AddOn
- TeamViewer Assist AR Professional license (optional)

Resources

- TeamViewer Integration on Slack App Directory
- Slack Integration Overview page
- Installation and User Guide (community article)

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

Contact

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 2
73033 Göppingen
Germany

✆ +49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr
Clearwater, FL 33760
USA

✆ 1 800 638 0253 (Toll-Free)

Stay Connected

www.**teamviewer**.com