![TeamViewer]

Fast, effective, and from a distance

Deliver excellent after-sales service with TeamViewer Smart Service

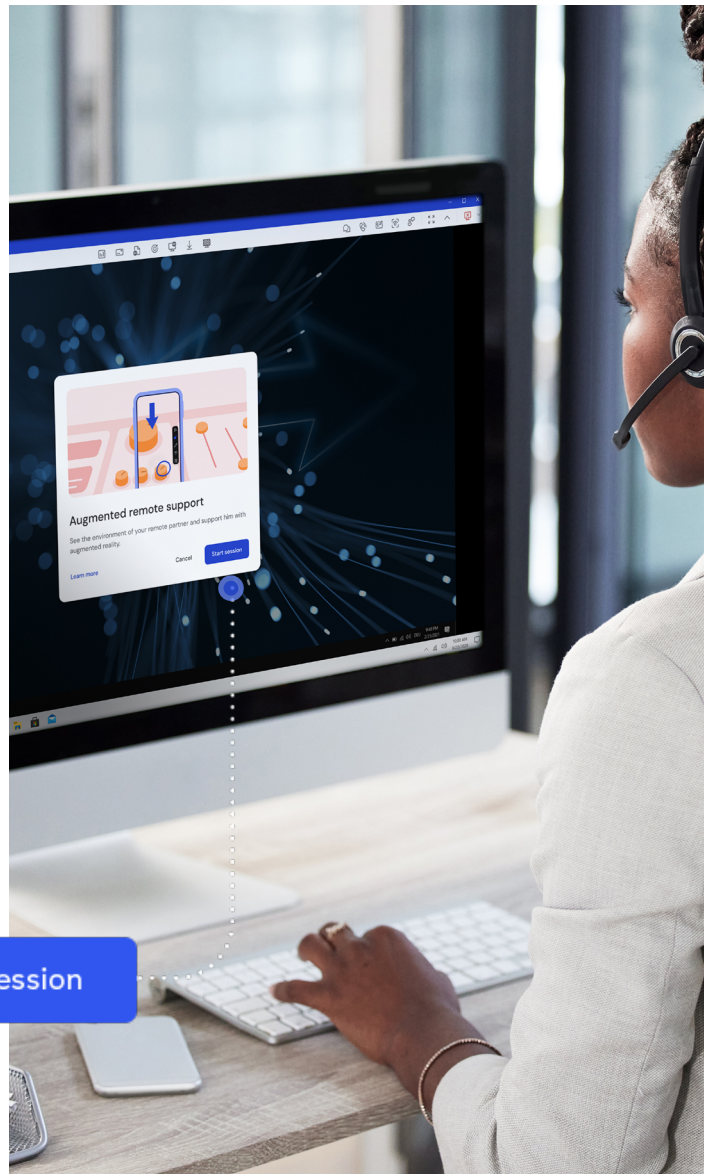Accelerate problem resolution by up to 40% and avoid costly downtime.

Increase customer satisfaction and improve long-term retention.

Use expert resources more efficiently and lower your operational costs.

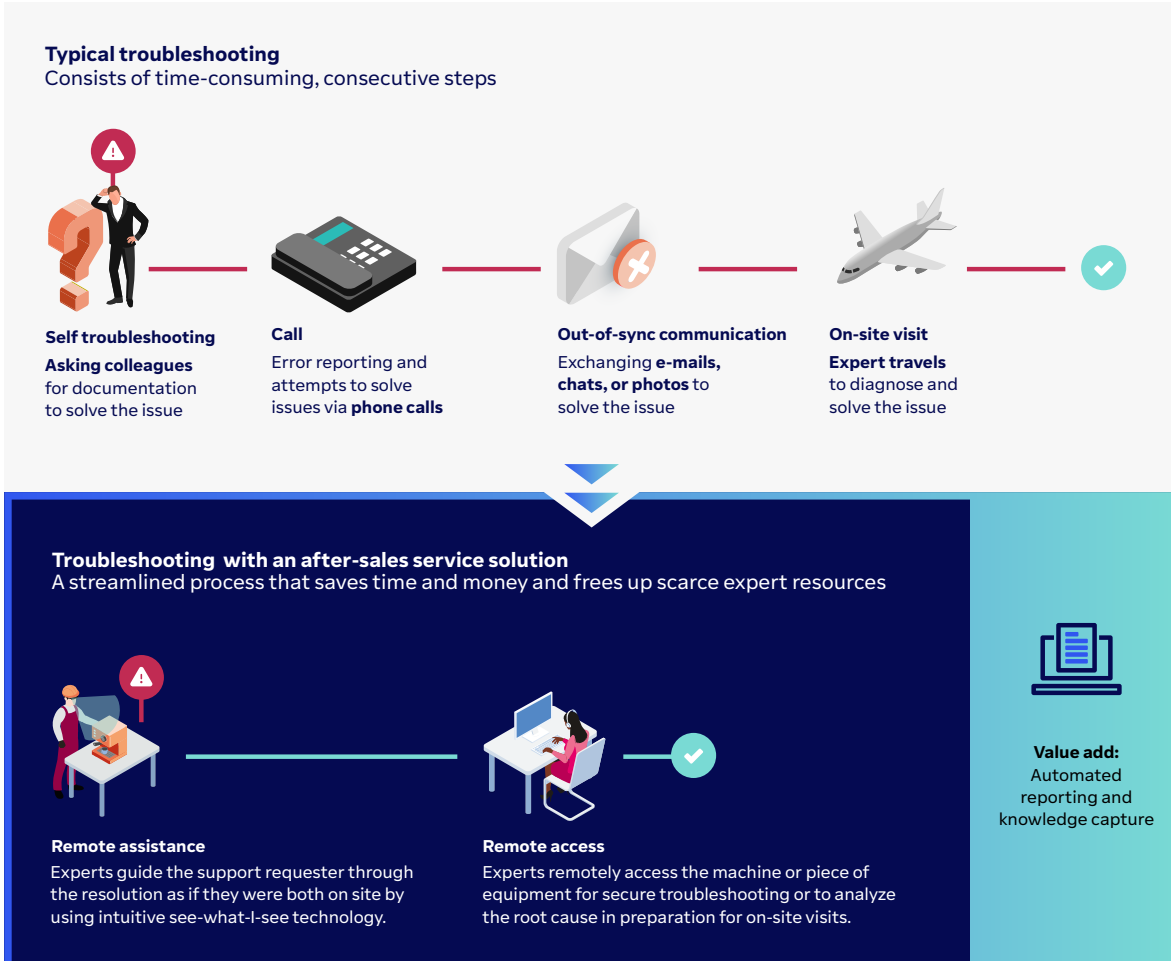Capture valuable knowledge and make it easily accessible.

Start session

Service leaders are concerned with streamlining operations, reducing downtime, and increasing the efficiency of service processes to minimize costs and maximize performance. At the same time, continuous improvement of service quality is a key focus, as outstanding customer service has become not only a differentiator, but also, as more and more revenue is tied to these services, an absolute necessity to retain customers. Some of the key challenges you face in your day-to-day business include:

- Low first-time fix rates, leading to repeat repair visits and increased downtime and costs for customers.

- Increasing complexity of diagnostics and repair with non-scalable or scattered tools leading to inaccurate results and lost time.

- Global labor shortages and a lack of skilled technicians, while the need for training and upskilling increases.

- Growing sustainability demands that put pressure on travel-intensive service processes.

Increasing demands require new solutions. That's why it may be time to rethink the way you deliver after-sales services. TeamViewer's offering enables you and your team to achieve higher service throughput with the same number of resources. This helps you achieve critical business resiliency by future-proofing your after-sales service.

Unlike non-standardized tools that are time-intensive, and that leave your processes scattered and your data unprotected, TeamViewer Smart Service streamlines the troubleshooting process from start to finish–and beyond.

Typical troubleshooting
Consists of time-consuming, consecutive steps

Self troubleshooting
Asking colleagues for documentation to solve the issue

Call
Error reporting and attempts to solve issues via **phone calls**

Out-of-sync communication
Exchanging **e-mails, chats, or photos** to solve the issue

On-site visit
Expert travels to diagnose and solve the issue

Troubleshooting with an after-sales service solution
A streamlined process that saves time and money and frees up scarce expert resources

Remote assistance
Experts guide the support requester through the resolution as if they were both on site by using intuitive see-what-I-see technology.

Remote access
Experts remotely access the machine or piece of equipment for secure troubleshooting or to analyze the root cause in preparation for on-site visits.

Value add:
Automated reporting and knowledge capture

Streamline your after-sales service by troubleshooting remotely

Bringing secure remote connectivity to the shopfloor
TeamViewer Smart Service supports detection, reporting, and immediate resolution of machine issues. Either via industry-proven augmented reality (AR) remote assistance for expert-guided problem resolution of physical defects or remote machine access for software issues—all covered by industry-grade security. Smart Service captures knowledge throughout the problem resolution process and makes it accessible to customers for self-service.
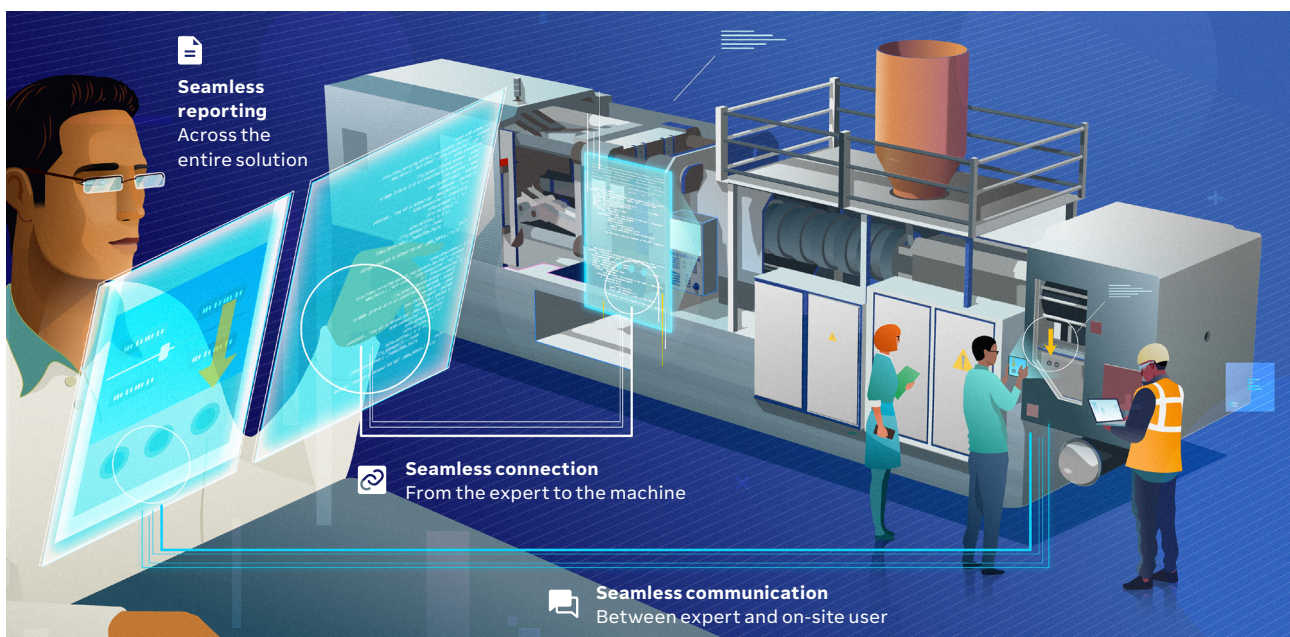
Give experts remote access to machines and devices
Experts can access and control high-value commercial equipment after the sale, regardless of whether a user is present on the remote side. Set configurations, deploy updates, and maintain and inspect connected devices—all remotely. Now you can ensure a responsive after-sales service experience at a fraction of the travel time and expense.

Provide expert guidance to on-site workers remotely
Deliver help when and where it's needed. Using the see-what-I-see principle, remote experts provide real-time support to on-site technicians or customers through audio-video connections via smart glasses or mobile devices. Out-of-the-box enterprise features such as call management, guest users, and user-specific roles and permissions deliver immediate business value.

- Several options for remote troubleshooting offer instant resolution, even for the most complex issues.

- Industry-grade, secure, and scalable connectivity solutions replace cumbersome existing solutions.

- Multiple integrated communication channels reduce friction and allow for precise problem resolution.

- Handle the problem from incident reporting to complete resolution in one solution.

- Sessions are tracked and documented automatically, with optional reporting to your backend.

Seamless reporting
Across the entire solution

Seamless connection
From the expert to the machine

Seamless communication
Between expert and on-site user

The benefits of TeamViewer Smart Service

Increase customer satisfaction
Grow customer satisfaction with faster response times and quicker issue resolution. Strengthen brand loyalty, drive repeat business, and increase referrals, leading to higher sales and revenue. With a majority of customers prioritizing exceptional service when choosing where to buy, outstanding support gives you a competitive edge in today's market.

Drive efficiency and reduce costs
Remote troubleshooting speeds up issue resolution and minimizes downtime, reducing travel costs and unproductive time. Automated documentation streamlines knowledge sharing and eases the workload on experts. Remote root cause analysis enhances in-person repair efficiency and boosts first-time fix rates, while pre-visit spare part assessments shorten repair time.

Boost productivity and retain talent
Create a flexible, modern work environment that reduces stress for your experts and streamlines daily tasks. With easy access to knowledge, new employees ramp up quickly, while a satisfied workforce boosts productivity and lowers attrition rates, helping reduce the costs associated with hiring and talent acquisition.

Seamlessly integrate TeamViewer into your business applications

SAP Endorsed App Premium Certified   salesforce   Microsoft Teams   Microsoft Intune   Jira   slack from Salesforce

Dynamics 365   servicenow   cherwell   MATRIX42   elo   freshworks

ManageEngine   APPTEC360 Unified Endpoint Management   Zendesk   ZOHO

And many more…

Let us tailor the perfect after-sales solution for your business

Schedule a consultation

www.teamviewer.com/en/solutions/use-cases/after-sales-service/consultation/

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.

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