



# TeamViewer Smart Service integration for Salesforce

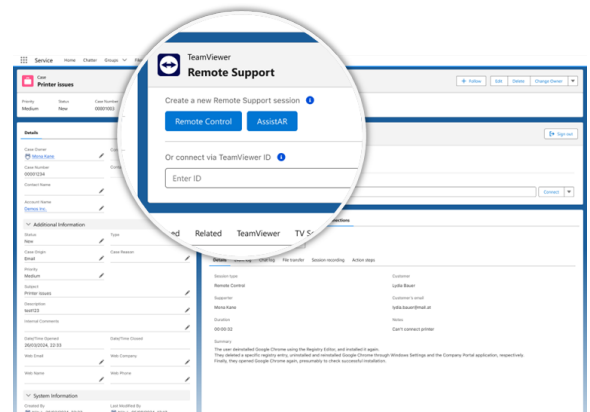
Deliver a seamless service experience with faster issue resolution and less friction.



## Improve troubleshooting from start to finish

By adding TeamViewer Smart Service's advanced capabilities to Salesforce, your experts can streamline and enhance the entire troubleshooting process.

With just a few clicks, they can access machines and equipment and start a remote assistance session. Using the TeamViewer integration, it's easy to guide the person on-site through the issue to resolution. Accelerate time to resolution using real-time augmented reality (AR), and automated session summaries – all within Salesforce, without switching between applications.



## Why integrate TeamViewer Smart Service with Salesforce?

**Reduce friction** by remotely accessing machines and starting remote assistance sessions from within the Salesforce ticket.

**Resolve issues faster** by using augmented reality (AR) to give precise, real-time visual guidance and support.

**Improve expert productivity** by reducing their workload, using automated AI-generated session summaries.

**Ensure full auditability**, process tracking, and smooth case-handovers with detailed connection reports.

**Provide complete transparency** by saving session summaries, chat logs, transcripts, and screenshots in the ticket.

**Reduce costs** by providing instant remote troubleshooting. This minimizes downtime and cuts the need for travel.



## Benefit from enterprise-grade security

- ✓ Benefit from certified compliance with GDPR, HIPAA, and ISO/IEC 27001 and other global data-protection standards.
- ✓ Protect devices and data with end-to-end encryption for AR-powered remote assistance sessions within Salesforce.
- ✓ Streamline the user experience with built-in single sign-on (SSO) to both secure and simplify identification and authentication.
- ✓ Rely on automatically generated session summaries to capture every step of the troubleshooting process.
- ✓ Ensure that only authorized staff can access machines and start a remote assistance session, with Conditional Access.



## TeamViewer Smart Service's integration adapts to all your needs with:

- ✓ Unattended access to equipment for efficient remote troubleshooting.
- ✓ Seamless connection to smart glasses for AR-driven, intelligent support.
- ✓ Session links, so people on-site can easily join remote assistance sessions.
- ✓ Flexible widget configuration, so you can tailor the integration to your needs.

### Get in touch

Contact us today to learn how TeamViewer Smart Service's Salesforce integration can improve your troubleshooting process.

[Let's talk](#)