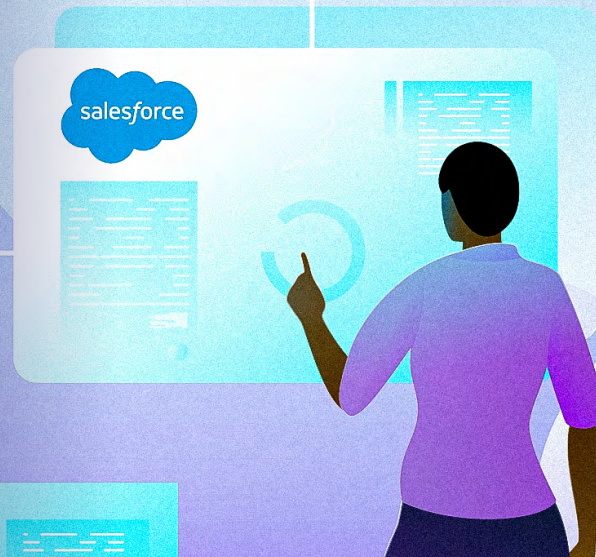




TeamViewer Tensor's integration for Salesforce

Enable secure, efficient remote IT support that accelerates issue resolution and minimizes operational disruption.



Leverage enterprise-grade remote support with your Salesforce workflows

Enhance your IT operations by bringing TeamViewer Tensor's advanced remote access capabilities directly into Salesforce. This integration provides a fast, secure way to reduce resolution times, eliminate tool-switching, and improve customer satisfaction.

From within Salesforce Service or Sales Cloud, users can launch remote sessions directly from cases, enabling real-time collaboration and troubleshooting across a wide range of devices and platforms. With full visibility into session data and device diagnostics, teams can resolve issues faster and more accurately. TeamViewer Session Insights also ensures automated knowledge retention within Salesforce, giving organizations lasting value from every session.



Why integrate TeamViewer with Salesforce?

TeamViewer's Salesforce integration gives IT professionals a unified support experience with deep visibility and control.

Key benefits include:

Total integrability of TeamViewer Tensor embedded directly in Salesforce cases

Accelerate resolution times with instant device connectivity and real-time diagnostics

Ensure compliance with detailed session logs and audit-ready workflows

Protect sensitive data with enterprise-grade encryption and access controls

Identify recurring issues through session insights and historical data

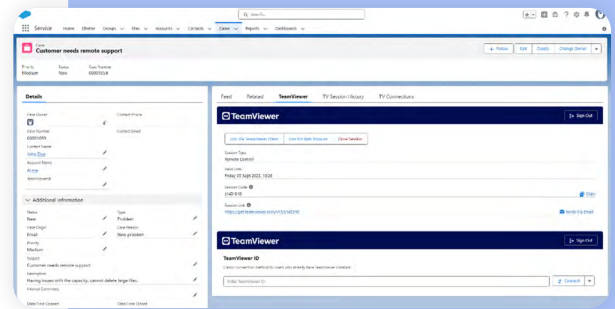
Support remote and hybrid teams with unattended access and cross-platform compatibility



Secure by default

TeamViewer Tensor's integration with Salesforce is protected by end-to-end encryption and supports advanced single sign-on (SSO) for seamless, secure authentication. The web only approach simplifies usability and supports all of TeamViewer's security features like auditability and Conditional Access.

The solution is compliant with global standards including GDPR, HIPAA, and ISO/IEC 27001, ensuring your support operations meet the highest security and privacy requirements.



Unique benefits of TeamViewer's Salesforce integration

Integrating Salesforce with TeamViewer creates a centralized, secure workspace for IT support and troubleshooting.

Advanced capabilities include:

- ✓ Best in class remote support that enables seamless operations within Salesforce
- ✓ Session data linked directly to Salesforce cases for full traceability
- ✓ Real-time system diagnostics to guide faster issue resolution
- ✓ Automated knowledge retention with TeamViewer Session Insights
- ✓ Connectivity to IT and OT devices directly from Salesforce
- ✓ Unattended access for efficient support across distributed environments
- ✓ Augmented Reality (AR) for visual guidance in field support scenarios
- ✓ Minimal retraining required with intuitive workflows inside Salesforce

Contact TeamViewer today to learn how integrating Tensor with Salesforce can help your IT teams deliver faster, smarter, and more secure support.

[Contact TeamViewer today](#)