



TeamViewer Smart Service integration for Salesforce

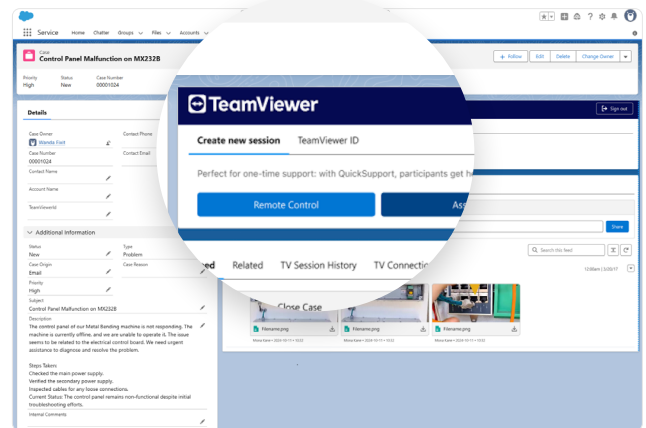
Deliver a seamless after-sales and field service experience with faster issue resolution and less friction.



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, experts can remotely access machines, start a remote assistance session to guide the person on-site through the issue resolution using real-time augmented reality (AR), and document the session with automated session summaries – all right within the Salesforce Service Cloud, without switching between different applications, for better and more efficient support.



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](#)