



TeamViewer Integration with Zendesk Support and Zendesk Chat

Extend Zendesk Support and Zendesk Chat with TeamViewer cross-platform Remote Control and Augmented Reality capabilities to manage all your support tickets in one place and provide more responsive service.



The increasing complexity of providing technical support to internal employees and external customers has posed a tremendous challenge to IT and customer support departments globally. This trend is expected to continue, and the number of connected devices estimated to double in the coming decade and the diversity of devices will also expand.

By integrating TeamViewer into Zendesk's powerful customer service and engagement platform, IT administrators and customer support specialists are able to access and control corporate devices remotely and to provide Augmented Reality-based support to employees and/or customers.*

- Create and join remote support sessions directly within Zendesk, reducing wait time and improving satisfaction
- Provide on-demand remote support and resolve issues faster
- Monitor open Zendesk sessions from the TeamViewer Management Console

* Some features are only available in the Enterprise integration, for a full overview of available features in each version check the feature overview table.

Solution Highlights

Remote Control and Access

Take control of or access a remote device to provide support, offer guidance, or operate it as if you were using it in person.

Augmented Reality Remote Assistance

Provide AR-based remote support and guide easily through problem-solving steps.

TeamViewer WebClient

Start outgoing TeamViewer connections directly from your browser.

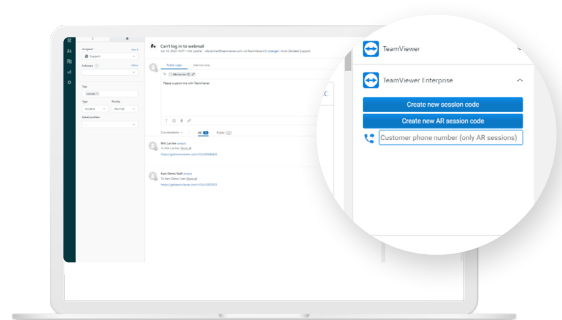


Figure 1: Streamline your support processes by creating and/or joining remote support sessions directly within Zendesk to reduce waiting time and support efficiency.

Key Benefits for End Customers



Streamline Support Processes

Create and join remote support sessions directly within Zendesk to reduce waiting time and support efficiency.



Provide Fast Visual Remote Support

Solve problems faster with immediate visual remote support when users need it most or use augmented reality remote assistance to resolve issues quickly and efficiently.



Efficient Remote Support from Anywhere

Resolve issues faster and remotely control devices as though you were there in person from anywhere, anytime.

Key Features

On-Demand Remote Support

The seamless integration enables IT admins and customer support specialists to create remote support or AR remote assistance connections directly from the request received within Zendesk Support or Zendesk Chat.

TeamViewer WebClient for web-based support

IT experts can join support sessions directly from a browser. There is no need to roll out the TeamViewer software on company IT devices, reducing the overall cost for IT infrastructure.

TeamViewer Management Console

The TeamViewer integration comes with a sidebar showing all TeamViewer-related activities and interactions in a consolidated dashboard with active support cases, connection history, and configuration settings.

One-click installation

Easy installation and setup reduces onboarding time and training costs. There is no configuration or further training needed.

Feature Overview

The TeamViewer Integration for Zendesk is available as Standard Integration (available with TeamViewer Corporate) and as Enterprise Integration (available with TeamViewer Tensor).

| Feature | Standard Integration | Enterprise Integration |
|---|----------------------|------------------------|
| Attended Access (add session invites to ticket/message) | ✓ | ✓ |
| Connection Reports | ✗ | ✓ |
| Join Sessions from Browser | ✗ | ✓ |
| Augmented Reality Sessions | ✗ | ✓ |

License requirements

In order to use the TeamViewer Integration for Zendesk Chat and Zendesk Support, a valid TeamViewer license with the dedicated Integration AddOn is required.

Standard Integration: A TeamViewer Corporate license + Standard Integration AddOn is required.

Enterprise Integration: TeamViewer Tensor license + Enterprise Integration AddOn is required. Additionally, to use Augmented Reality features, a TeamViewer Assist AR license is required.

Resources

- ③ [TeamViewer Integration for Zendesk Support](#)
- ③ [TeamViewer Integration for Zendesk Chat](#)
- ③ [TeamViewer Enterprise Integration for Zendesk Support and Chat](#)

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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