



# TeamViewer AI - Session insights and integrations

Track issues, find trends, and solve problems—  
Standalone and integrated in Microsoft Teams and ServiceNow

# The challenges are mounting up for **IT Support**

- ✦ A growing number of IT support cases
- ✦ Repetitive and time-consuming tasks
- ✦ A shortage of skilled technicians
- ✦ Lack of high-quality documentation and case handover
- ✦ Limited transparency of how the team's time is used



“Efficient documentation and handover are a big issue. We are terrible at documentation. [...] Right now, every day is reinventing the wheel.”

– **IT manager, US-based manufacturing organization**



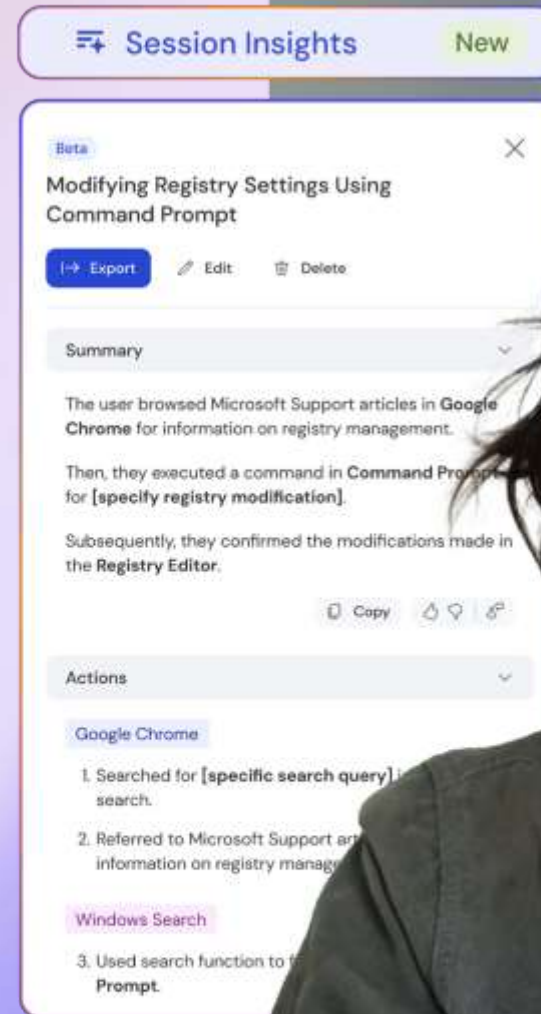
“I struggle to understand what my IT team is actually working on.”

– **IT manager, online jewelry retailer**

# Session Insights

Automated & actionable insights.

- ✦ **Automated Documentation** for quick review and handover
- ✦ **Actionable Analytics** to spot patterns and smarter decisions
- ✦ **Knowledge Capturing** for upskilling and knowledge retention



Private < > web.teamviewer.com

Devices

Advanced ▾

- Recent connections
- All managed devices
- Bookmarked devices

GROUPS +

- See all
- DemoDevices
- My computers

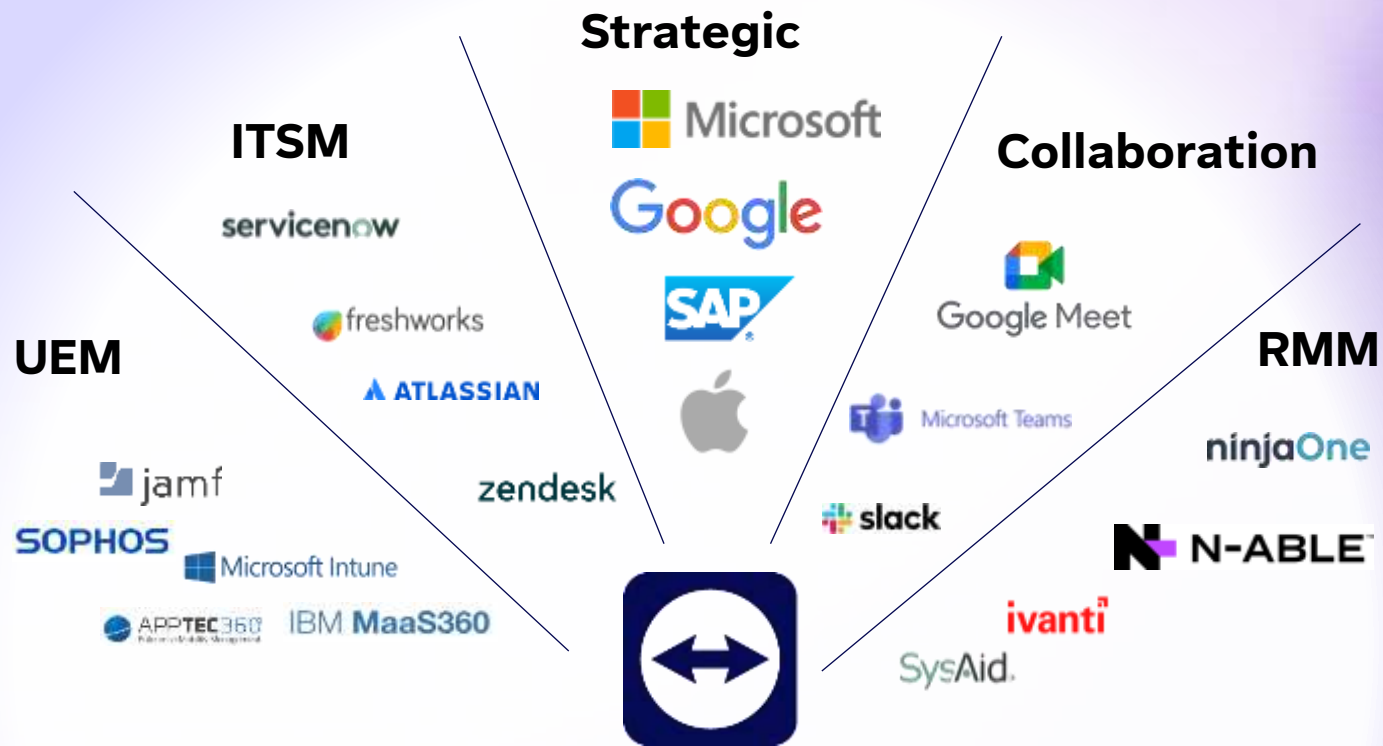
### Recent connections

Overview of the ten recent connections you made.

NAME	TEAMVIEWER ID	LAST CONNECTION ↓	
AI Demostation 2	651 578 896	1 hour ago	⋮
AI Demostation 1	1111 770 660	6 hours ago	⋮
AI Demostation 3	1159 728 197	2 days ago	⋮
DEMNBKGOPO84	1484 211 244	2 days ago	⋮

● Ready to connect (secure connection) TeamViewer Tensor

# TeamViewer Integrations landscape



1

## Increase deal sizes

Integration license add-ons are added to the licenses resulting in higher ARR for these deals

2

## Reduce churn

Customers are less likely to churn when using at least one integration

3

## Unlock Enterprise customers

Integrations are enablers to win TeamViewer's largest deals

4

## Leveraging partnership programs

Integrations allow us to unlock additional sales and revenue streams like the MACC

# The Power of 3 leverage the power of AI agents



- 1 Seamless Integrations,** to enable in-app notifications and remote-control actions within one Operating platform
- 2 Enable AI agents with context,** bring key asset, incident and history data to the AI agents
- 3 Bring everything together,** use agents to provide real-time troubleshooting assistance to the Communication hub e.g: Teams

Chat | Microsoft Teams x +

https://teams.microsoft.com

Search

Activity

Chat

Teams

Calendar

Calls

Files

TeamViewer

Apps

**Chat**

Copilot

Pinned

- Ray Tanaka 1:47 PM  
Louisa will send the initial list of...
- Beth Davies 1:43 PM  
Thanks, that would be nice.
- Kayo Miwa Yesterday  
I reviewed with the client on...
- Will, Kayo, Eric, +2 12:00 PM  
Kayo: It would be great to sync...
- August Bergman** 10:22 AM  
I'm having trouble with the off...

Recent

- Now Virtual Agent 10:21 AM  
Incident INC0010083...
- Emiliano Ceballos** 1:55 PM  
🤔🤔
- Marie Beaudouin 1:00 PM  
Sounds good?
- Oscar Krogh 11:02 AM  
You: Thanks! Have a nice...
- Daichi Fukuda 10:43 AM  
No, I think there are other...
- Kian Lambert Yesterday  
Have you run this by Beth? Mak...

**Copilot**

Your AI assistant for work

- Get calendar info**  
When's my next meeting with person
- Stay informed**  
What's the latest from person
- Find the right questions**  
Suggest common questions that can be asked to get a retrospective started with my colleagues.
- Understand the main points**  
Give me a bulleted list of key points from meeting
- Jump-start a draft**  
Create an FAQ based on doc
- Track your tasks**  
What should be on my radar from emails last week?

View prompts

Message Copilot

+ Add people, files and more for better results

0 / 16000

# Key benefits AI-powered Session Insights + Integrations

- ✦ **Lower MTTR and manage more support cases:**  
Speed up case review, handover and troubleshooting.
- ✦ **Scale IT expertise:**  
Every IT agent can benefit from the team's collective expertise by knowledge capturing and sharing in the existing customer infrastructure
- ✦ **Optimize IT training:**  
Identify training needs, build comprehensive knowledge bases, teach best practices.
- ✦ **Precise context**  
With our integrations we know for which problems the knowledge was applied and make it accessible for future via AI agents.
- ✦ **Meet SLAs and provide proof-of-service:**  
Ensure your activities align with SLAs, quality standards and easily provide proof-of-service.

