

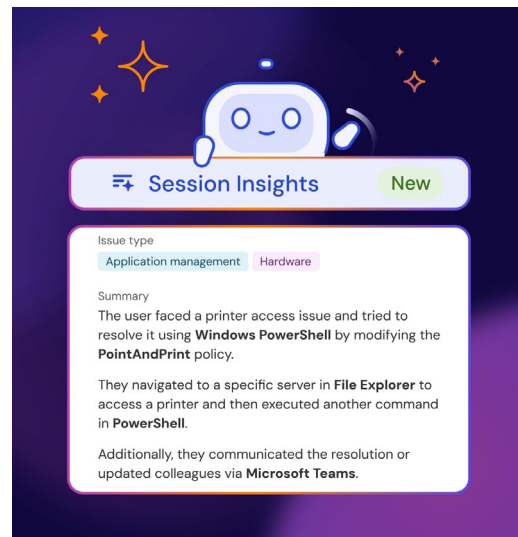
TeamViewer AI

Boost productivity and automate IT support with TeamViewer AI.

Add advanced AI to your IT support workflows. Use natural-language AI to find fixes fast, drive efficiency, improve knowledge transfer—and more.

Easily integrate TeamViewer AI with any leading third-party IT Service Management (ITSM) system. Start reaping the benefits of AI-powered IT support, today.

Integrating AI into your IT workflows can help you achieve your business and IT goals.



Real insights that **save time and cut costs** where it counts – with TeamViewer Session Insights

TeamViewer Session Insights uses advanced AI to record, summarize, and analyze every support session your agents engage in.

Whether you're an IT admin looking for ways to cut the mean-time-to-resolution (MTTR) or a business leader who needs to show improvements in metrics like return on investment (ROI) or system uptime, you need TeamViewer Session Insights.

Here's how **TeamViewer Session Insights** will help you achieve your **business and technology goals**:



Cut five to 10 minutes off the time it takes to resolve every support session.



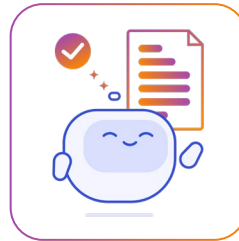
Eliminate manual note taking with AI-powered sessions summaries.



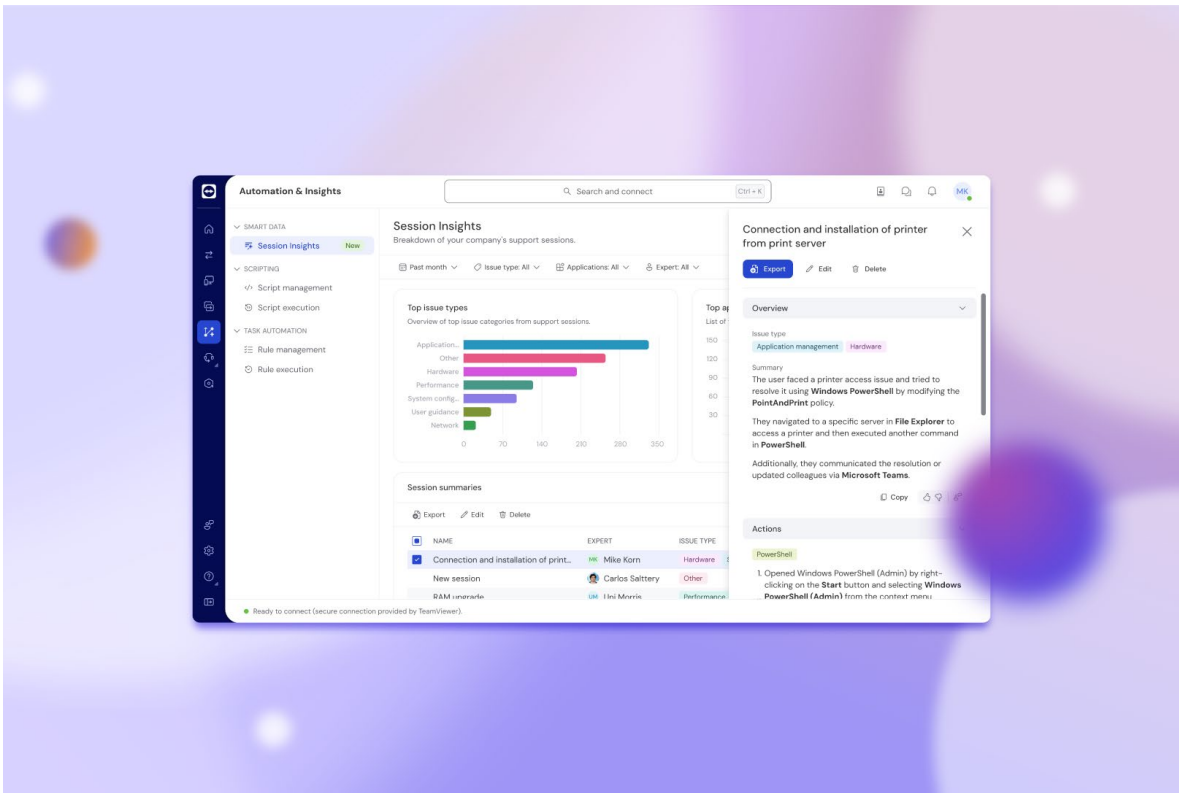
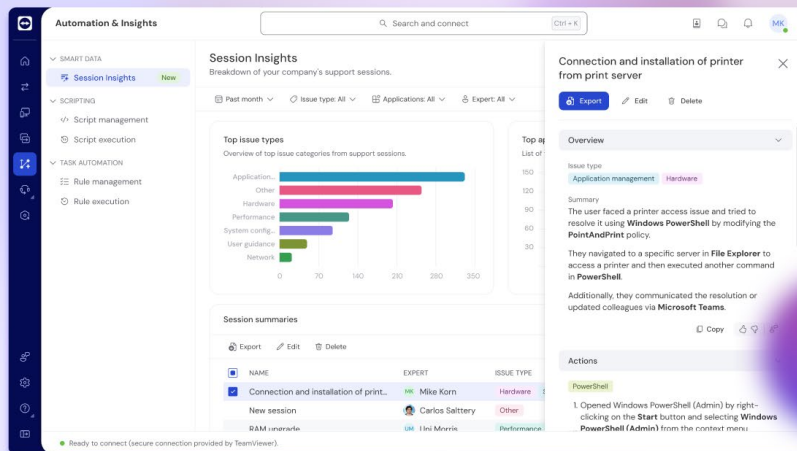
Fast-track your way to the right fix by using session data to find solutions.



Discover new IT training needs based on AI insights from session data.



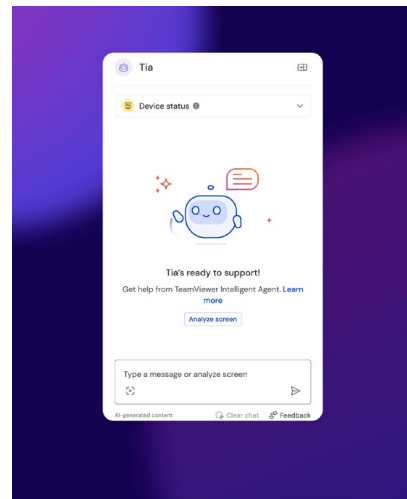
Meet your service-level agreements (SLAs) and use AI data to prove it.



Resolve issues fast with Tia

Tia is an intuitive, intelligent assistant that gives your IT support agents timely, relevant, in-session support.

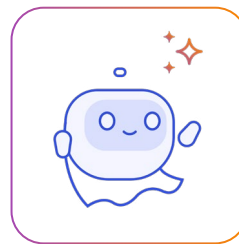
Designed and trained for IT-support environments, this powerful AI draws on your **real-time and historical data to cut through uncertainty, reduce trial and error, and find the right fix, fast.**



Here's how Tia will help you achieve your business and technology goals:



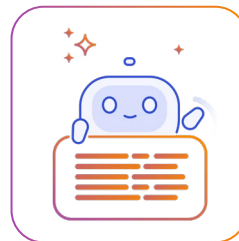
Simplify and accelerate support by using natural-language AI to query IT data.



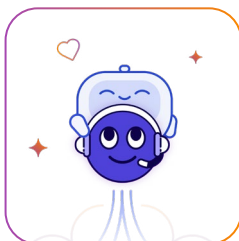
Eliminate tool hopping with all your system data available through AI.



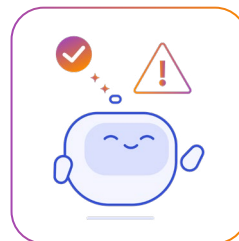
Find resolutions faster with instant context-specific insights, provided by AI.



Accelerate common tasks with an AI assistant able to understand error messages and screen shots.



Elevate your entire global support team with multilingual natural-language AI.



Home in on the right answer with AI that knows what technology you're troubleshooting.

Rely on AI that's as secure as it is smart

At TeamViewer, we know that innovation can only happen when you and your customers have the confidence to embrace it. That's why our AI features are secured to the highest standard.



When you use TeamViewer AI, we promise you that:

You'll get **clear information** on how AI uses **your data**.

Your data is encrypted to the **highest standard** with state-of-the-art encryption methods, and keys are **protected by HSM** (hardware security modules).

www.teamviewer.com/support

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