

# Session Insights and Session Analytics powered by AI

Help your IT support teams work smarter. Drive efficiency, improve knowledge transfer to scale IT expertise and uncover more insights—all while maintaining data security.



**Session Insights** New

**Actions**

**PowerShell**

1. Opened Windows PowerShell (Admin) by right-clicking on the **Start** button and selecting **Windows PowerShell (Admin)** from the context menu
2. Executed the following command in PowerShell:

```
reg add "HKEY_LOCAL_MACHINE\Software\Polis" /v RestrictDriverInstallationToAdministrators /d 0 /f
```

**File Explorer**

3. Opened File Explorer by clicking on the **File Explorer** icon in the taskbar
4. Navigated to the following network path by typing it into the address bar:

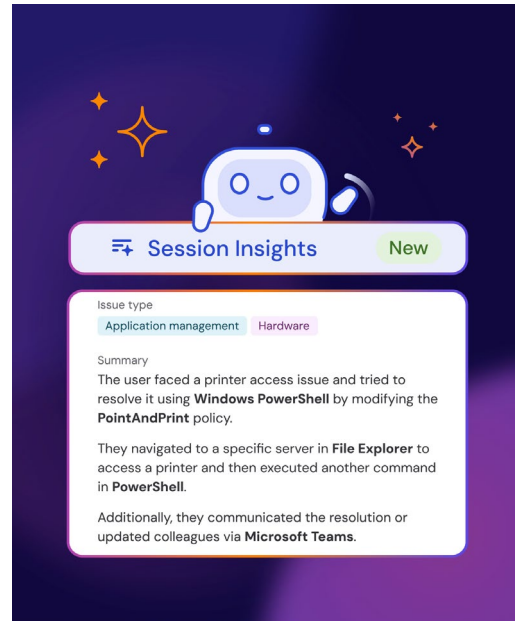
```
\\csdfkljdsd0010
```

# The same trusted TeamViewer solutions. But smarter.

IT Teams should expect a significant annual increase in IT support requests, driven by growing complexity and demand.

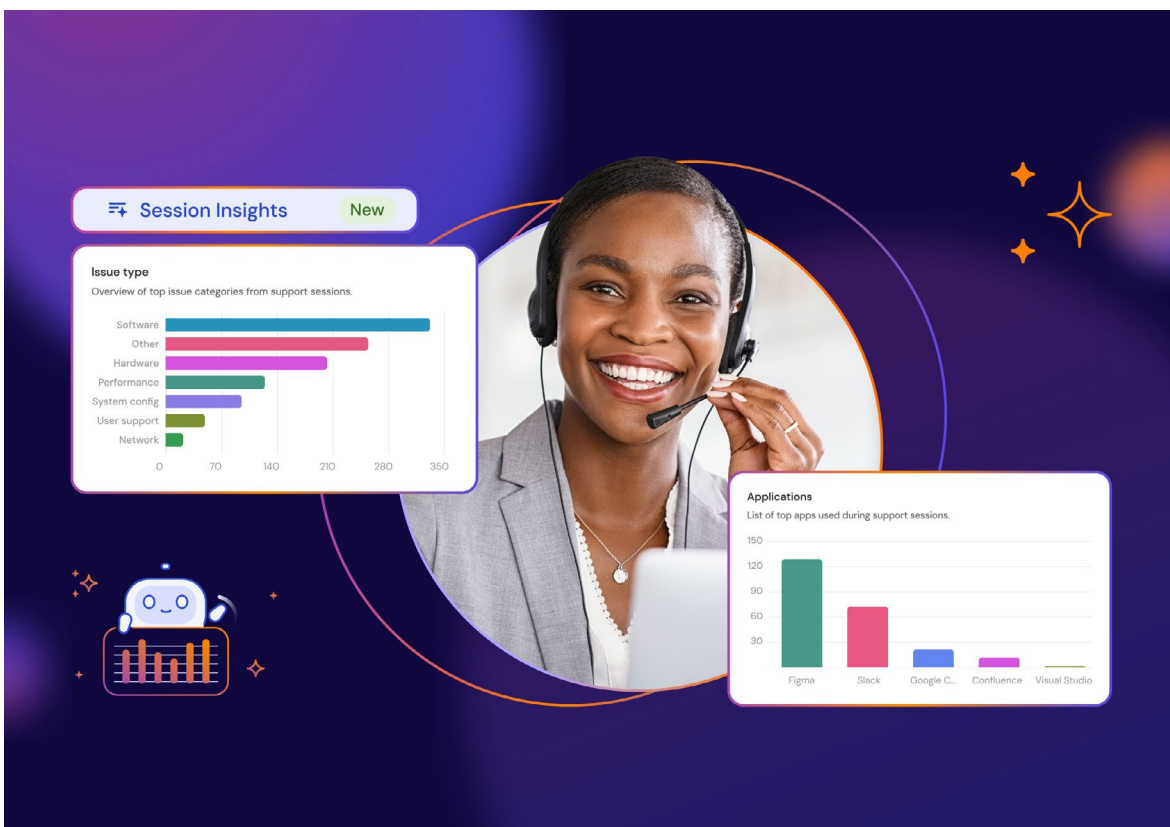
**Session Insights** automatically generates high-quality summaries of support sessions, complete with smart tagging and a detailed record of all actions showing how each case was solved, step by step. So, you'll be documenting everything with zero effort – and in a standardized format.

This means team members can troubleshoot, handover, and review cases more easily.



With **Session Analytics**, reporting dashboards make it easy to gain deep insights into your support patterns, identify recurring issues, and monitor your team's time. Keep track of metrics like issue types (network, software, etc.), operating systems, applications, and sessions per expert.

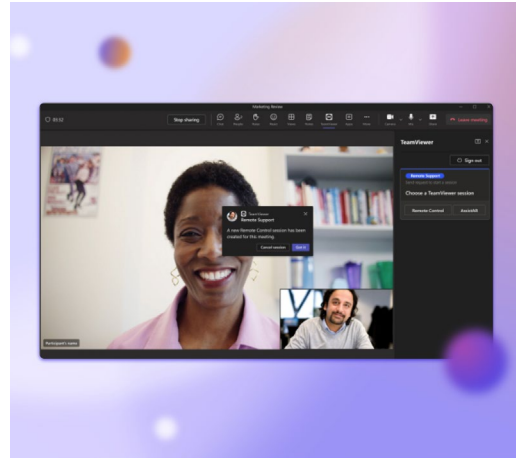
You'll have all the information you need to drive improvements and optimize resources.



# Microsoft Teams integration

Seamlessly troubleshoot and resolve issues directly within Microsoft Teams, with quick access to device history and past connection summaries.

**TeamViewer's integration with Microsoft Teams and Copilot** brings powerful support capabilities directly into the tools that teams use daily. Support agents can pull up session data, view insights, and receive AI-driven recommendations—all within the Teams environment.



## Key benefits

Let AI help you deliver more efficient remote support



### Improve team performance and scale IT expertise

Even with a lack of skilled IT staff, automated case documentation will boost your team efficiency and enhance the capture and sharing of knowledge. Every IT agent can benefit from this collective expertise, improving overall team performance.



### Lower MTTR and manage more IT support cases

With every support session documented in a standardized format, you will speed up case review, handover and troubleshooting — all of which means a lower mean time to resolution (MTTR) and happier customers.



### Track and optimize your workforce

With our powerful dashboards, you can see where your team's spending most of their time, and spot recurring issues and troublesome applications. Then use this to drive improvements and optimize resources.



### **Meet SLAs and provide proof-of-service**

With customer-facing documentation and analytics, you can ensure your IT activities align with Service Level Agreements and quality standards. Plus, Session Insights provides automatic customer-facing documentation for easy proof-of-service.



### **Optimize IT training**

With the help of data-driven insights, IT trainers can optimize their training initiatives. They will be better placed to identify specific training needs, build comprehensive knowledge bases, and outline effective problem-solving approaches and best practices.



### **Powerful integrations**

Deliver faster remote support by troubleshooting directly within Microsoft Teams, leveraging enhance your ServiceNow experience with TeamViewer's powerful remote support tools and AI-capabilities.



### **Smart but secure solution**

Customer data is ringfenced and exclusively used by the business, with no third-party access. Data is only collected with explicit opt-in, controlled by granular permissions and secured through company-specific encryption. It is anonymized before processing and not used externally for model training.

Please note, this feature is available on Windows devices with the latest TeamViewer software UI in TeamViewer Corporate and TeamViewer Tensor.



## 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 SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

[www.teamviewer.com/support](http://www.teamviewer.com/support)

**TeamViewer Germany GmbH**  
Bahnhofplatz 2 73033 Göppingen Germany  
+49 (0) 7161 60692 50

**TeamViewer US Inc.**  
5741 Rio Vista Dr Clearwater, FL 33760 USA  
+1 800 638 0253 (Toll-Free)

## Stay Connected

[www.teamviewer.com](http://www.teamviewer.com)

Copyright © 2024 TeamViewer Germany GmbH and TeamViewer US. All rights reserved.