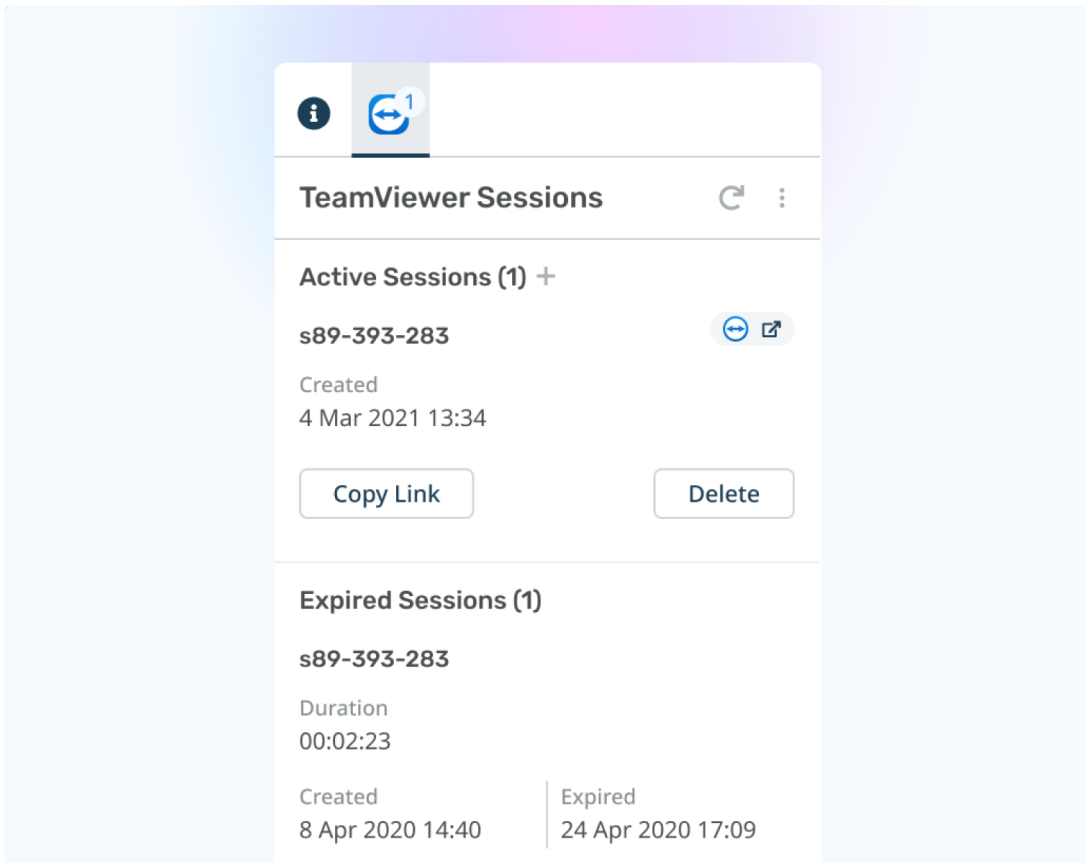


## Introducing our new integration with TeamViewer!

2022-12-06 - David Anjonrin-Ohu - Comments (0) - Product (Admin)

We're happy to announce that our latest integration is with the remote access service TeamViewer.

Installing this app gives your team the ability to create new TeamViewer sessions while working on a ticket, saving them from having to leave your Deskpro instance.



The screenshot displays the 'TeamViewer Sessions' interface. At the top, there are two icons: an information icon and a refresh icon. Below this, the title 'TeamViewer Sessions' is followed by a refresh icon and a vertical ellipsis menu icon. The interface is divided into two main sections: 'Active Sessions (1) +' and 'Expired Sessions (1)'. The 'Active Sessions' section shows a session ID 's89-393-283' with a refresh and share icon to its right. Below the ID, it indicates 'Created 4 Mar 2021 13:34'. At the bottom of this section are two buttons: 'Copy Link' and 'Delete'. The 'Expired Sessions' section shows the same session ID 's89-393-283'. Below it, it shows 'Duration 00:02:23'. At the bottom, it lists 'Created 8 Apr 2020 14:40' and 'Expired 24 Apr 2020 17:09'.

The app also gives you a list of active sessions with a copy button to make it easy to share details of TeamViewer sessions with your users while communicating with them.