

## Why SysAid Teamviewer?

- ✓ Initiate a remote control session from within the **incident** record directly
- ✓ Manage **permissions** per admin from within SysAid
- ✓ Full **Audit log** on who performed the session to whom and when
- ✓ Automatic generation of **activities** for each remote control session
- ✓ Automatic **deployment** of TeamViewer Agent for a session for an unattended machine.
- ✓ Adding another layer of **security** ontop of TeamViewer - launch TeamViewer service only when needed and shutdown once done.
- ✓ Use TeamViewer Service Desk functionality **without a TeamViewer account**
- ✓ An **optimized license** that accommodates the remote control service desk needs of all your admins