Teamviewer FSM Extension

proaxia consulting group ag
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Interact with surrounding in real-time using AR Technology

- TeamViewer Frontline xAssist Extension enables FSM Experts to initiate a live video call with a connected Frontline Field Technician.

- Live Support troubleshooting intervention once a malfunction is detected.

- Very Simple and Flexible interaction tools for a good Remote Repair Experience.

- Multidirectional Call Feature to ensure that a support call can be initiated from both side: FSM Desktop (Remote Support Expert) or FSM Mobile App (Field Service Technician).

- During a Live Session call, Support Expert can remotely control the Technician's device as well as sharing data or screen to quickly resolve the issue.

Boost your Remote support experience with smart AR tools

- Seamless Live Video Calls enriched with Augmented Reality AR Features Tools (Pointer, Drawing shapes, Security check...).

- TeamViewer Extension is displayed in SAP FSM Activity Webside bar showing all available Technicians.

- Easy Simple Click, can enable the dispatcher to launch a Video Call from the referred FSM assigned Activity.

- Automatically attach a Service Report containing all exchanged Chat Messages and captured Screenshots made during the call to the corresponding SAP FSM Service Call/Activity.

- Full Call History details can be reviewed from the TeamViewer Frontline Platform.
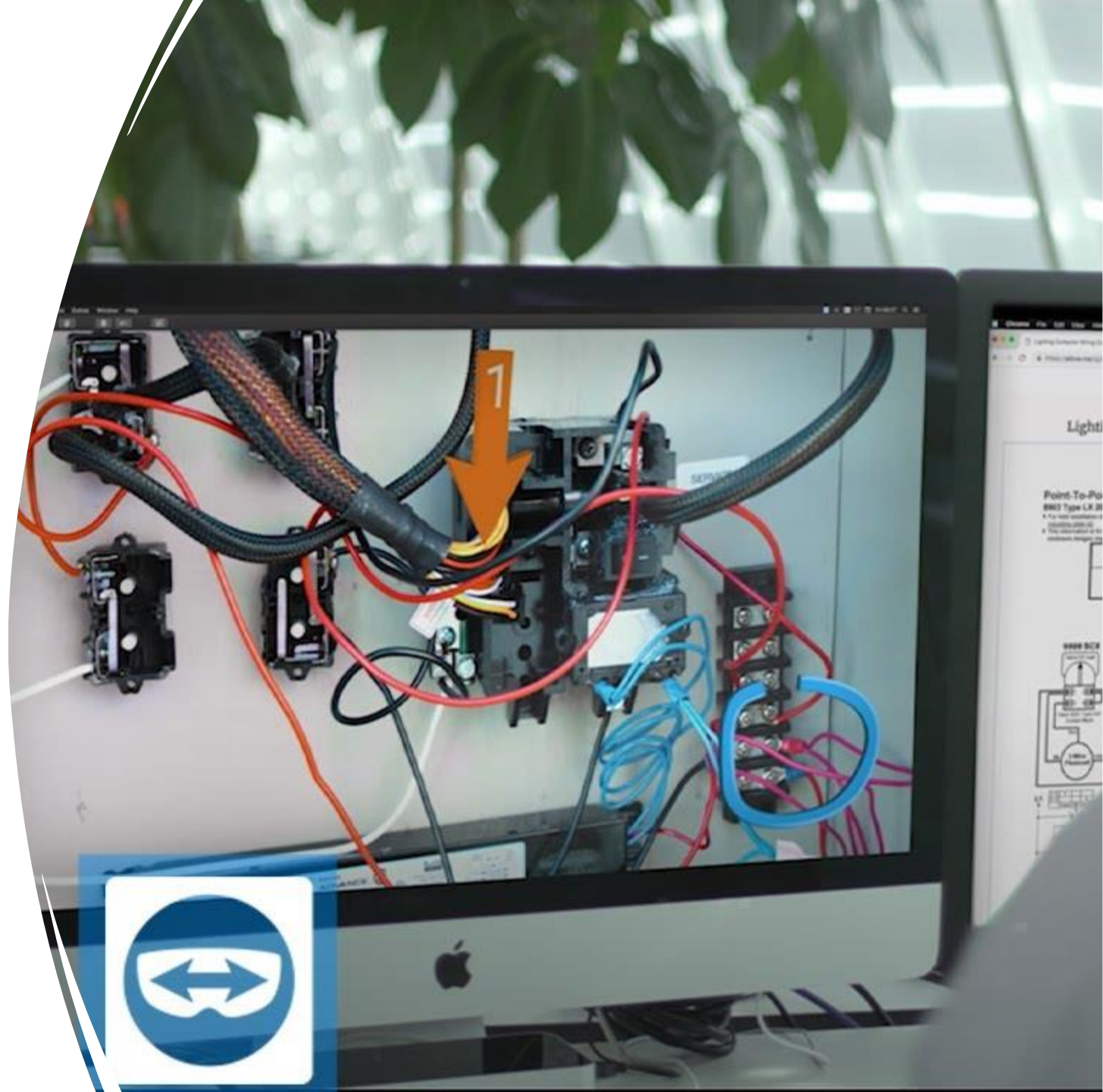
TEAMVIEWER XASSIST EXTENSION: FEATURES AND FUNCTIONALITIES
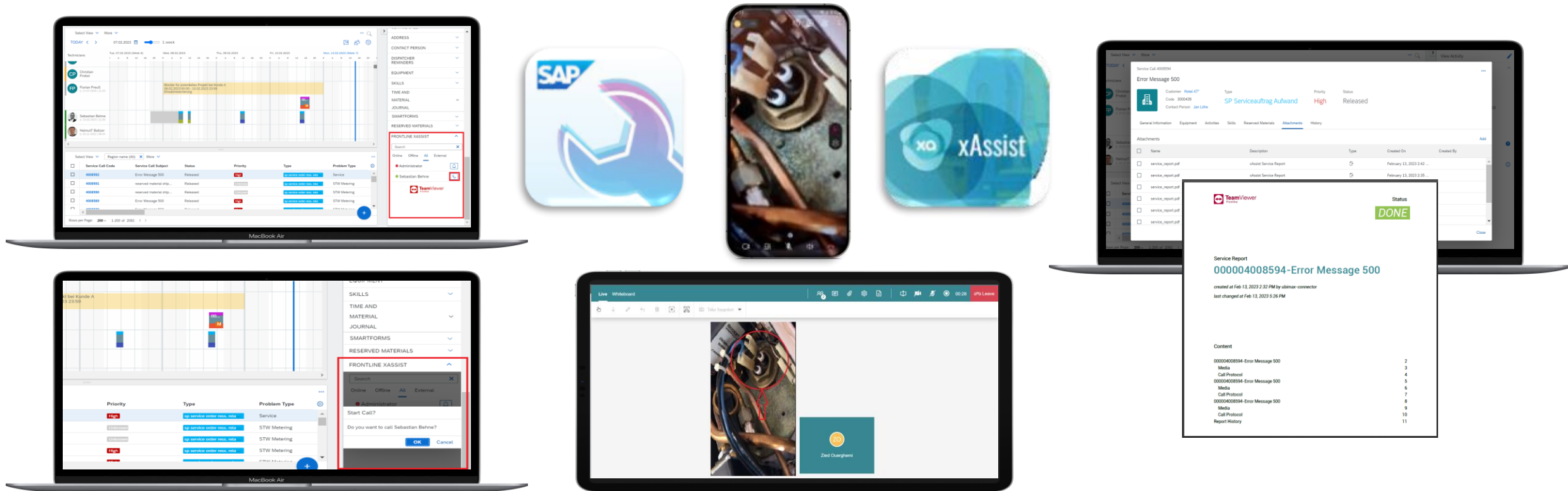
Call the Technician through xAssist Frontline Extension

Accept call from dispatcher, use AR tools to define the issue, capture media and share it using xAssist Frontline Workplace Mobile App

Get TeamViewer Service Report automatically attached to the related Service Call
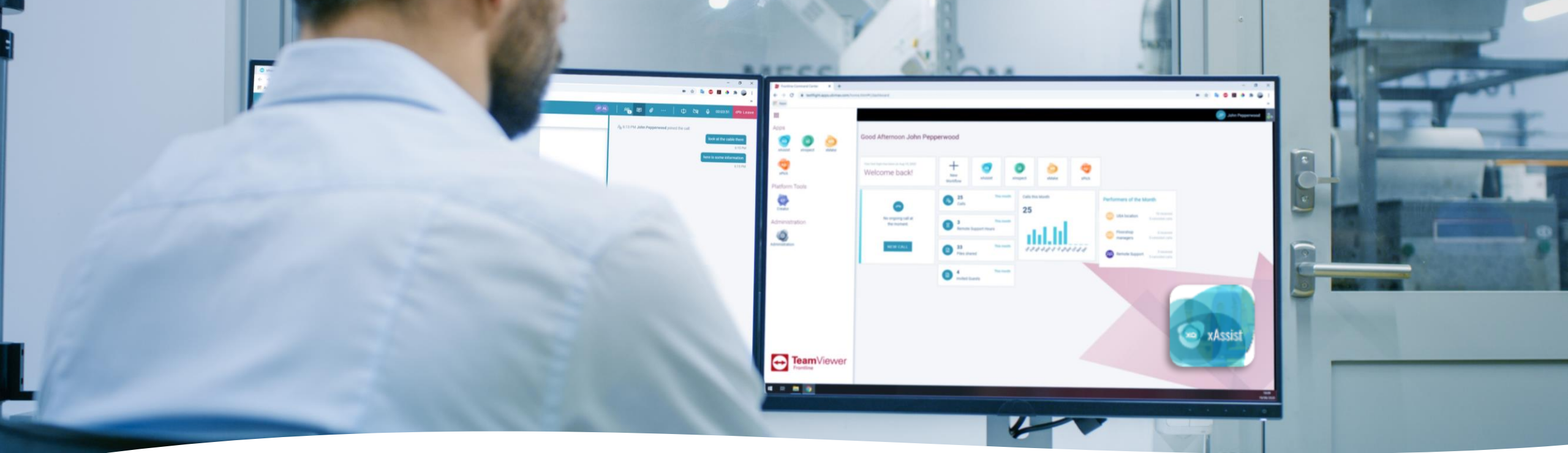
Business Benefits

Guarantee first-class service through immediate expert knowledge transfer and increased 1st-time-fix rate

Lower expenditure for maintenance, repairs, and inspections through location independent expert consultations

Simple and Fast: One-click – automatically call individuals assigned to SAP FSM Service Call Activity

On-screen visualization of an asset's live Bridge

MEET THE PERSONAS
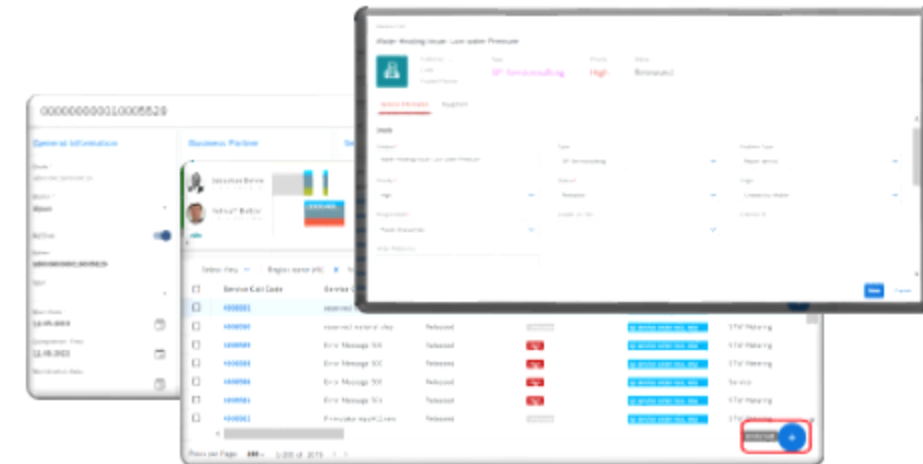
Zied
Service Agent and Dispatcher

Kozo
Field Technician

Paweł
Customer

FSM SERVICE PROCESS: TEAMVIEWER AUGMENTED REALITY EXPERIENCE

Insight & Service

Customer Service
Zied receives the customer call and starts gathering necessary key information to create a proper service call

Customer Need
Due to an issue with her domestic Water Heating machine, Pawel calls the Service Agent to report the malfunction.
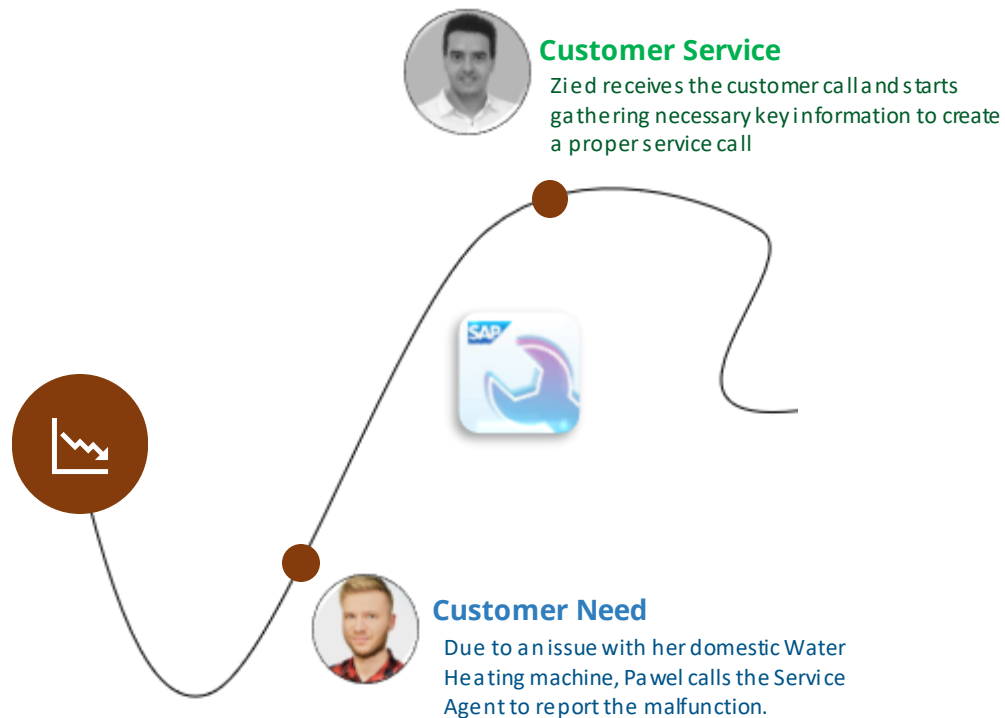
Check service contract and Create a Ticket

Phone call, Self Service Portal...   SAP FSM-TeamViewer Extension   SAP Field Service Management

FSM SERVICE PROCESS: TEAMVIEWER AUGMENTED REALITY EXPERIENCE

Insight & Service

Plan & execute
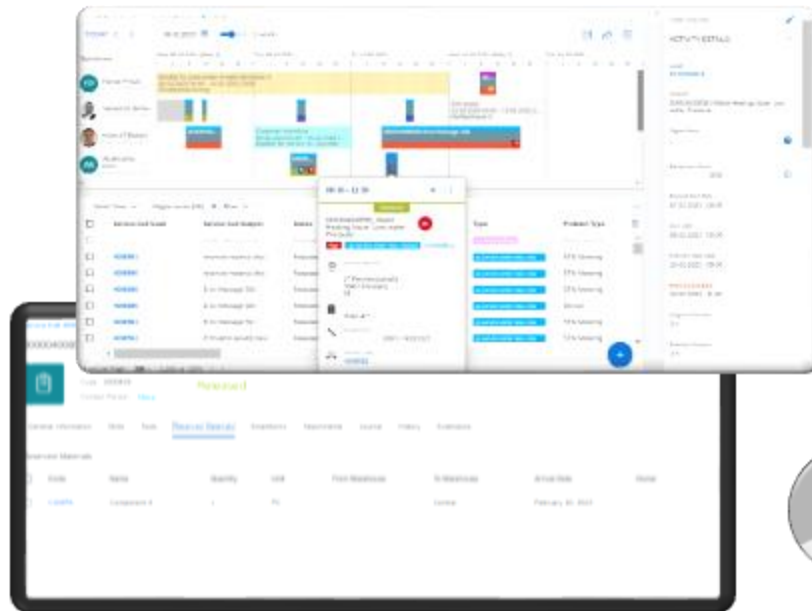
Field Service Intervention

Kozo goes onsite and realize that he needs support from the Dispatcher/Remote expert to fix the issue, He chooses workflow step "Request for Support" on his FSM mobile app

Service Planning & Scheduling

Based on the availability, location and qualifications, the most suitable Field Service technician (Kozo) gets assigned to the created service call activity.
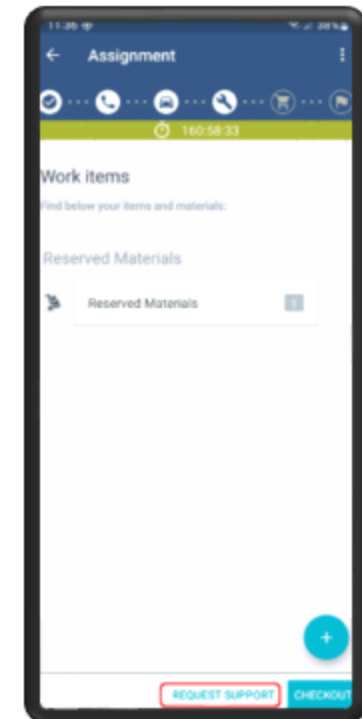
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FSM SERVICE PROCESS: TEAMVIEWER AUGMENTED REALITY EXPERIENCE

Insight & Service | **Plan & execute** | **Service Remote Support**
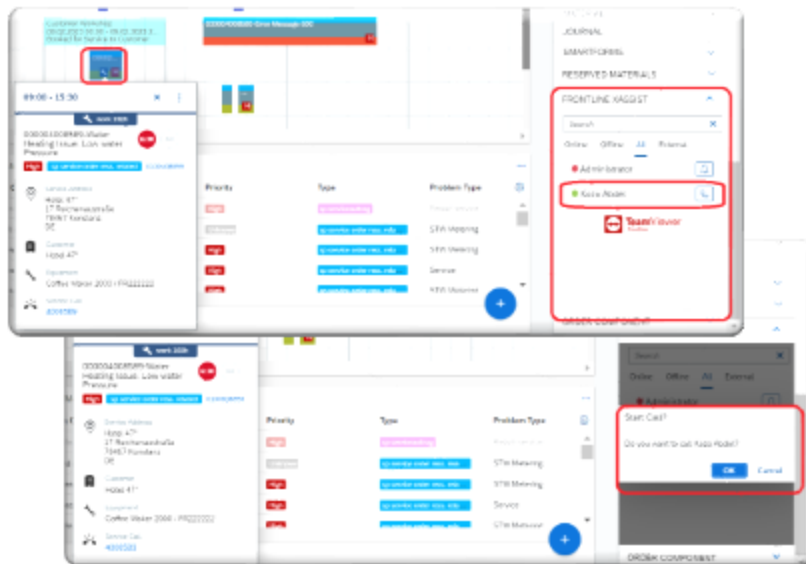
Call Initiation from SAP FSM Extension
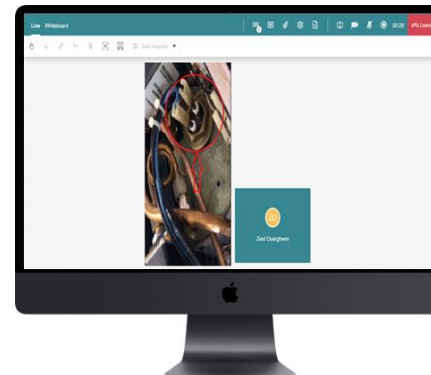
TeamViewer Expert Support Execution

Receive Support Call
Kozo receives a TeamViewer live video call from Zied and gets support on how to fix the issue using TeamViewer Augmented Reality tools and features.

Call Technician
Zied gets a guidance remote demand Push Notification in FSM, he uses TeamViewer xAssist SAP FSM extension and calls the relevant technician for support

📞 Phone call, Self Service Portal... ☁ SAP FSM-TeamViewer Extension ☁ SAP Field Service Management

FSM SERVICE PROCESS: TEAMVIEWER AUGMENTED REALITY EXPERIENCE

Insight & Service | **Plan & execute** | **Service Remote Support**

1   **2**   **3**

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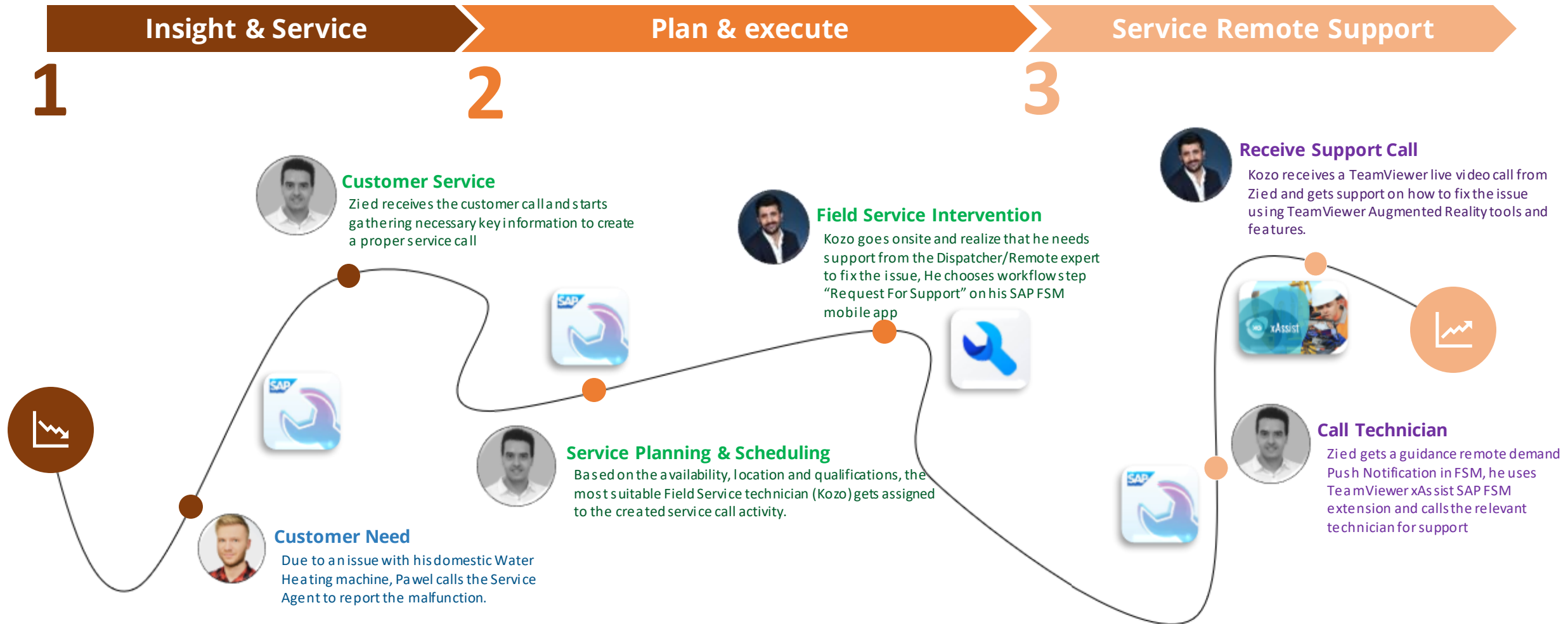
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Phone call, Self Service Portal...   SAP FSM-TeamViewer Extension   SAP Field Service Management

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