



In-session troubleshooting with Tia



Support teams are expected to resolve issues quickly, even when the problem is unfamiliar, the environment is complex, and the most experienced technician is not the one taking the session. Too often, supporters are forced to troubleshoot with incomplete context, scattered knowledge, and too much tool switching.



Tia helps change that. Tia is an in-session, chat-based assistant that brings real-time device data, historical insights, and contextual guidance directly into the support workflow. Using live system context and verified fixes from past sessions via Session Insights, Tia helps support teams diagnose issues faster, understand what is happening, and work more efficiently toward resolution.

Why it matters

Faster troubleshooting starts with better context

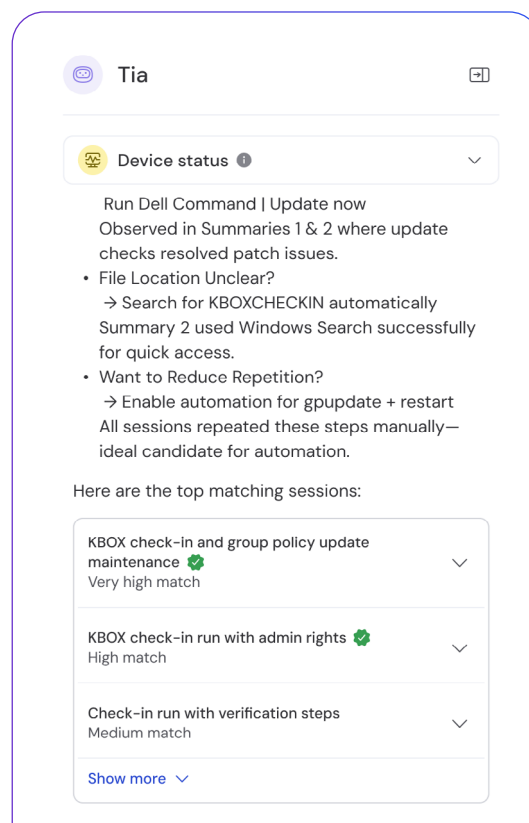
Tia helps supporters work through issues by providing them with relevant information in real time. This reduces the time spent on blind investigation or searching for answers elsewhere.

Turn past resolutions into present-day advantage

Teams can make better use of knowledge that would otherwise remain trapped in past sessions by accessing verified fixes from previous cases.

Help supporters perform with greater confidence

Tia helps bridge skill gaps by providing supporters with the kind of context and guidance that typically comes with experience.



Keep support focused on resolution, not tool switching

Tia reduces friction during troubleshooting by bringing live context and relevant guidance into the session itself.

From reactive troubleshooting to guided resolution

Traditional remote support often relies on memory, manual investigation, and finding the right answer quickly. Tia introduces a more guided model where live device context and historical support knowledge work together to help support teams resolve issues faster and more consistently.

How it works

During a live support session, Tia considers the relevant system context and insights from previously resolved cases. It then provides in-session guidance that helps supporters investigate issues, understand system behaviour, and identify likely next steps more efficiently.



Shorter time to resolution



Better use of existing support knowledge



Greater consistency across support teams



Higher confidence when handling unfamiliar issues

Availability: TeamViewer Remote, Tensor, and TeamViewer ONE.



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