



TeamViewer DEX integration for Agentforce IT Service

Power autonomous, proactive IT service with real-time digital employee experience data that detects, diagnoses, and resolves issues before they disrupt work.



Bring proactive digital employee experience data into autonomous IT service

Enhance Agentforce IT Service by feeding it real-time digital employee experience (DEX) intelligence from TeamViewer. DEX continuously measures device health, application performance, and employee sentiment across your entire fleet, giving AI agents the context they need to shift IT from reactive ticketing to proactive, autonomous resolution.

From within Agentforce IT Service, AI agents act on live DEX telemetry to detect degradations, run root-cause diagnostics, and trigger TeamViewer remote remediation, resolving issues across devices and platforms without human intervention. Every resolved session enriches the Salesforce CMDB and case record, turning each fix into lasting organizational knowledge.



Why integrate TeamViewer DEX with Agentforce?

The combination gives IT teams an autonomous service experience grounded in real endpoint data, with full visibility and control across the device estate.

Key benefits include:

Proactive detection of device, application, and network issues before employees report them

Faster resolution with real-time DEX telemetry and live device diagnostics

Full traceability with DEX data linked directly to the Salesforce CMDB and cases

Autonomous remediation triggered by Agentforce using TeamViewer remote actions

Lower ticket volume through self-healing workflows and ticket deflection

Higher employee experience scores measured continuously across the fleet



Secure by default

The TeamViewer DEX integration with Agentforce IT Service is protected by end-to-end encryption and supports advanced single sign-on (SSO) for seamless, secure authentication. The web-only approach simplifies usability while supporting all of TeamViewer's security features like auditability and Conditional Access.

The solution is compliant with global standards including GDPR, HIPAA, and ISO/IEC 27001, ensuring your IT service operations meet the highest security and privacy requirements.



Unique benefits of TeamViewer's Agentforce integration

Integrating TeamViewer DEX with Agentforce IT Service creates a centralized, autonomous workspace for proactive IT service and resolution.

Advanced capabilities include:

- ✓ Real-time DEX telemetry streamed into Agentforce IT Service for context-aware automation
- ✓ Autonomous remediation actions triggered directly from Agentforce using TeamViewer
- ✓ Proactive detection of endpoint, application, and network degradation
- ✓ DEX scores and sentiment linked to the Salesforce CMDB and case records
- ✓ Automated knowledge retention from every resolved session
- ✓ Connectivity to IT and OT endpoints across distributed environments
- ✓ Self-service and self-healing workflows that deflect routine tickets
- ✓ Minimal retraining with workflows native to Agentforce, Slack, and Teams

Contact TeamViewer today to learn how integrating DEX with Agentforce IT Service can help your IT teams deliver faster, smarter, and more autonomous support.

[Contact TeamViewer today](#)