



How to sell TeamViewer Pilot

Is the customer working in IT Support?

YES

Possible Pilot use cases

- **IT support** assisting other departments or customers with help and advice about hardware related issues
 - Resolve printer problems (changing cartridge, paper jam)
 - Help patch network cables

NO

If IT support is not the customer's main business ...

What is the main business of your company?

Manufacturing Business

Possible Pilot use cases

- **Machinery manufacturer** remotely assisting **Field Service** mechanic to install a heavy industrial machinery at customer site
- **Consumer goods manufacturer** assisting grocery stores regarding product presentation
- **Quality control** engineer remotely carrying out the quality inspection of an assembly workspace, or even inspecting produced good from an outsourced factory

Check if the manufacturer also has a service business?

Service Business

Possible Pilot use cases

- **Telco company** assisting customers in setting up and fixing issues with WIFI routers
- **Claim adjuster** from **insurance company** remotely analysing damage
- **Mechanic** from **car rental company** remotely troubleshooting and helping fix customer's car
- **Repair service** (plumber, electrician, ...) remotely getting an idea of broken device or damage to e.g. order correct spare parts

IMPORTANT NOTE:

The initial customer contact on the phone might not be the only one in the company in need of TeamViewer Pilot e.g. a manufacturing business most likely also has an After Sales service. Ask to also get forwarded to the respective departments.