

Customer Support Experiences



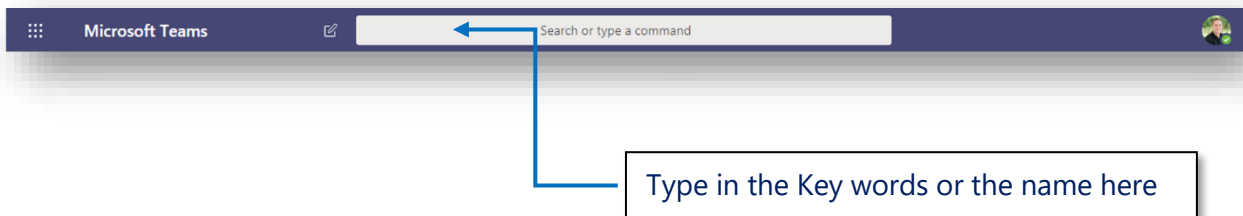
Microsoft Teams Technical Support




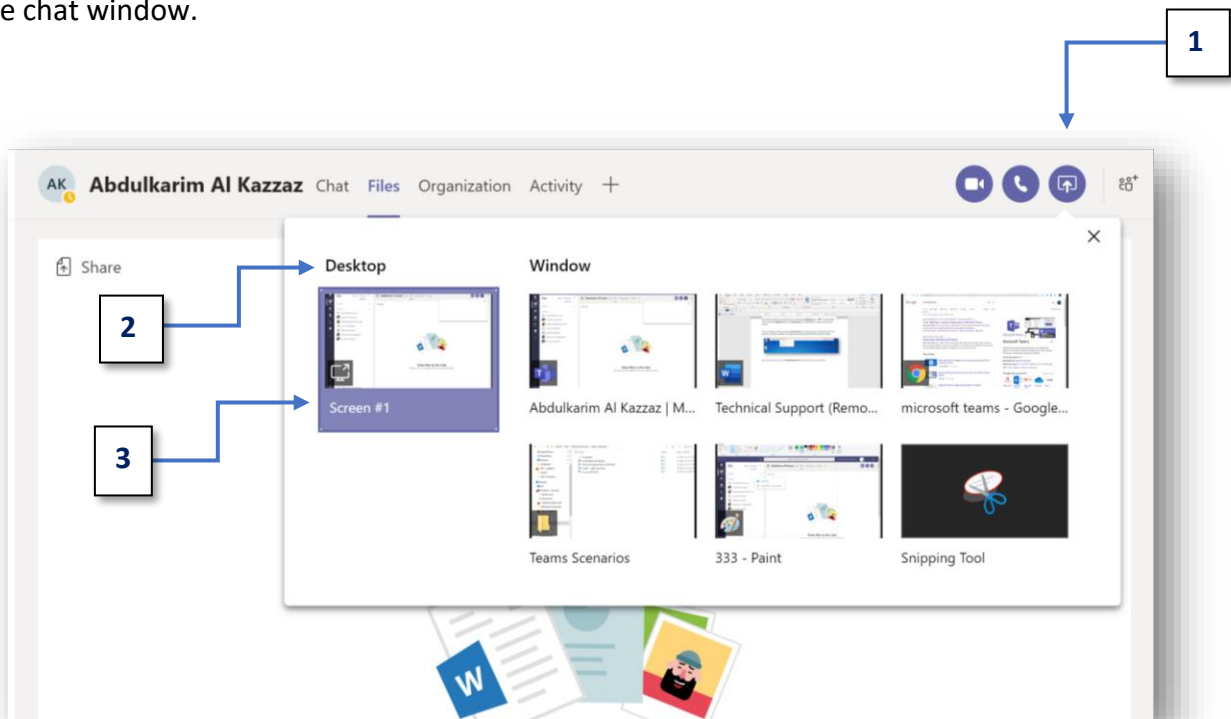
Offer Technical Support to your end user

To provide support in an efficient way, Microsoft Teams helps your end users reach out to the support engineers without moving away from their machines.

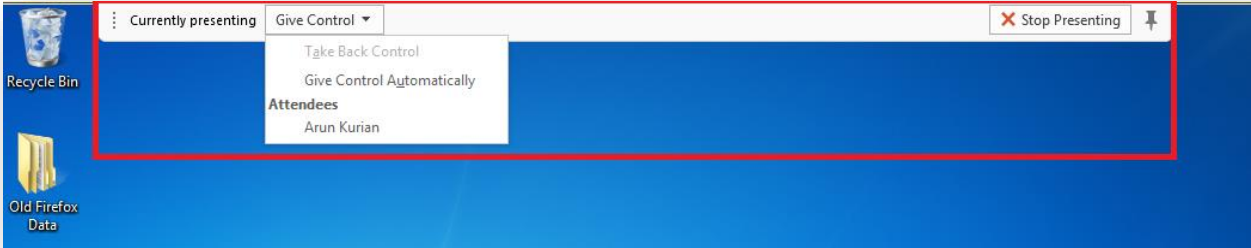
Once the user faces an issue, they can request the support by simple typing keywords in the search bar in Teams, key words like “Technical Engineer”, “support” or “IT” or type in the name of the engineer if they know it.



Once the chat window is open, the end user can click on the **Sharing (1)** icon  on the top right corner and under **Desktop (2)** click in the **Screen #1 (3)**. The desktop will be viewed inside the chat window.



Once your desktop is shared; you have to **Give Control** to the support engineer which will enable him to assist you and fix your problem. The command is available at the middle-top of the chat window.



Once the issue is solved you can **Take Back Control** from the same place, as shown below.

