ScreenMeet
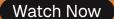
Case Study

Support Excellence Unleashed: TTEC's Success with ScreenMeet's AI-Powered, Native Remote Support in ServiceNow

TTEC is a global leader in customer experience and digital transformation, supporting more than 50,000 employees, and 42 call centers worldwide across six continents, TTEC delivers mission-critical services for some of the world's biggest brands.

Challenge: Supporting a Global Workforce in a Hybrid World

When COVID-19 hit, TTEC rapidly moved 55,000 employees to remote work. The shift was meant to be temporary, but as customers embraced work-from-home programs, the model became permanent for tens of thousands of employees.

The IT team quickly discovered the old tools weren't built for this new world. Legacy collaboration and remote desktop products required downloads, forced technicians to toggle between platforms, and TTEC's security team flagged these legacy remote tools as a potential vulnerability to attempts such as phishing or unauthorized freemium access.

At the direction of their new Chief Security Officer, TTEC set out to find a better way—one that was:

- Secure and cloud-native
- Scalable for tens of thousands of remote agents
- Embedded directly in ServiceNow (to avoid tool sprawl and context switching)
- Cost-efficient with measurable ROI

Solution: ScreenMeet Natively Embedded in ServiceNow

After evaluating multiple vendors, TTEC selected ScreenMeet, a remote support solution built natively into ServiceNow, and used by the ServiceNow IT Help Desk.

By staying in ServiceNow, the team eliminated the friction of third-party tools while making IT support faster, simpler, and more secure.

With ScreenMeet, technicians can:

- Launch 1-click remote sessions directly from the ServiceNow incident record
- Take secure remote desktop control without agent downloads or external apps
- Keep all support notes and actions tied to the incident in ServiceNow automatically

> **We use ScreenMeet on 90% of support calls. No more swivel-chair support—everything stays in-platform.**
>
> — *Derek Chase, Executive Director of Sustained Infrastructure, TTEC*

Results: Support Excellence Unleashed

The impact was immediate—and measurable.

- **Significant Time Savings**
  Average Handle Time dropped from 45+ minutes to under 28 minutes. Faster resolutions meant employees were back in production sooner.
- **Higher First Call Resolution**
  With full visibility and control, technicians resolved more issues on the first call—cutting escalations and reducing IT ticket volume.
- **Stronger Security**
  By locking sessions to secure vanity URLs and eliminating third-party tools, TTEC removed a major phishing and freemium attack surface.
- **Smarter QA and Knowledge with AI**
  With ScreenMeet's AI-generated session summaries, TTEC reviews all 15,000+ monthly support sessions—not just a handful. This visibility captures technician actions, resolution steps, and session sentiment, spotting repeatable fixes, improving documentation, enabling better training, and opportunities for automation.

Future: Proactive IT Resolution

Armed with ScreenMeet's AI insights, TTEC is now looking ahead to proactive remediation. By detecting patterns across thousands of sessions, the IT team aims to roll out preventative fixes before issues spread.

"The AI summary isn't just documentation—it's a roadmap for future service improvements. And support excellence isn't just a goal—it's what we are unleashing with the help of ScreenMeet."
— *Derek Chase, TTEC*

"We used to average over 45 minutes per support call. Now we're under 28 and ScreenMeet is a huge reason why."
— *Derek Chase, TTEC*

Key Takeaways for IT Leaders

- **Stay native in ServiceNow:** Eliminate tool sprawl and keep workflows in-platform
- **Scale securely:** Cloud-native, SaaS-based support reduces risk and overhead
- **Measure ROI:** Real results—40% faster handle times, higher resolution rates, and stronger security
- **Leverage AI:** Use session insights to improve QA, knowledge, and automation

About ScreenMeet

ScreenMeet provides AI-powered, native remote support for ServiceNow, trusted by global enterprises like ServiceNow and TTEC, to reduce handle times, improve resolution rates, and secure IT operations. Built-in, not bolted on.

ScreenMeet.com