With Customer Monitor, you can solve problems remotely via:

Remote access to a computer desktop

Connection to a computer desktop from anywhere
Safe connection to computers on platforms MS Windows and (Mac) OS X
You can turn on your computer before the service act and get connected in cooperation with CM
File transfer
The access is realized by the Teamviewer program with your license from other service
Support to easier usage via RDP, VNC is also available

Remote control of computer

Computer restart
Control of services such as restart, launch, termination
Termination of an unwanted process or online reading of its behavior
The above mentioned often works, even though it´s not possible to remotely connect to the computer
Waking up a computer by one click, just one other turned on computer in the LAN network is sufficient
Loading of Eventlog directly into CM portal

Remote installations and scripts

Every good program has a support of unattended installation and can be installed through CM
The installation is under your control, each act in the CM portal has its own success rate evaluation
Large program packages are installed by scripts (link to a local network storage)
Scripts in the .bat .cmd .vbs formats will be your powerful assistants

Exact solutions are realized via the Component
CM Remote Operations **[1]**

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Links
[1] https://customermonitor.eu/components/cm-remote-operations