AnyDesk Assist

Onboarding Guide

AnyDesk Software GmbH

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Introduction

AnyDesk Assist is the customized AnyDesk client designed for support teams to receive, manage, and respond to support requests efficiently through Session Requests and Session Queues. This integrated solution enables support teams to:

- Receive and organize support requests from customers
- Assign requests to specific teams or agents
- Provide seamless remote assistance through multiple access methods
- Track session history and maintain support records

This guide is intended for administrators, support team managers, and support agents who need to configure and use AnyDesk's remote support features. Please note that AnyDesk Assist is currently available for Windows and macOS only.

For additional information, visit the AnyDesk Help Center.

Initial Setup for Administrators

This section explains how administrators configure AnyDesk so support agents can receive and manage session requests from users.

The setup process involves creating a custom client build and deploying it to support agents.

AnyDesk Assist is currently available for Windows and macOS.

Step 1. Create a custom build for support agents

A custom build is a configured version of the AnyDesk client that enables the **Session Request** feature for support agents.

To create a customized build:

1. Sign in to my.anydesk II.
2. Navigate to the **Builds** tab and then select **Create New Build**.
3. In the build configuration, select a compatible version:
    - Windows version 9.0.1 or later
    - macOS 9.1.0 or later
4. In the **Client Settings** section, select the **Enable Session Requests** toggle.
5. Configure any additional settings as needed.
6. Select **Save** to create the build.
7. Download the custom build for distribution to your support team.

Note: You can create separate builds for different operating systems or team configurations.

Step 2. Deploy the AnyDesk build

After creating the custom AnyDesk build, distribute it to your support agents so they can install it. To do that:

1. Download the custom build from the **Builds** tab.
2. Distribute the installer to support agents using one of the following methods:
    - A public or private **my.anydesk** download link
    - A shared network location
    - Your software deployment tool
3. Ask support agents to install the **AnyDesk client** on their device.
4. After installation, agents have to launch **AnyDesk** and sign in with their **my.anydesk II** credentials.

Step 3. Assign the Support Agent role

Support agents require the Support Agent role to access and manage **Session Requests**.

To assign the role:

1. In **my.anydesk II**, navigate to the **User Management** tab.
2. Select the username of the support agent.
3. Click **Add role**, then select the **support_agent** role from the list.
4. Select **Submit**.

Agents with this role can view, edit, and assign session requests to themselves or other colleagues in their organization.

Note: Only **license owners** or **administrators** can assign roles and permissions.

To manage **Session Queues**, users must also have the **View & Edit Session Queues** permission within a custom permission set.

Step 4. Subscribe to the Unassigned Requests queue

To allow support agents to view incoming session requests in the AnyDesk client, add their AnyDesk ID to the **Unassigned Requests** queue in my.anydesk II as follows:

To subscribe agents to the queue:

1. In my.anydesk II, go to **Session Requests** and open the **Unassigned Requests** queue.
2. Select **Support Clients**.
3. Enter the **AnyDesk ID** for each support agent.

Note: All newly created session requests are automatically placed in the **Unassigned Requests** queue. Agents can manually assign requests to another queue or directly to themselves or another support agent.

Managing Session Queues

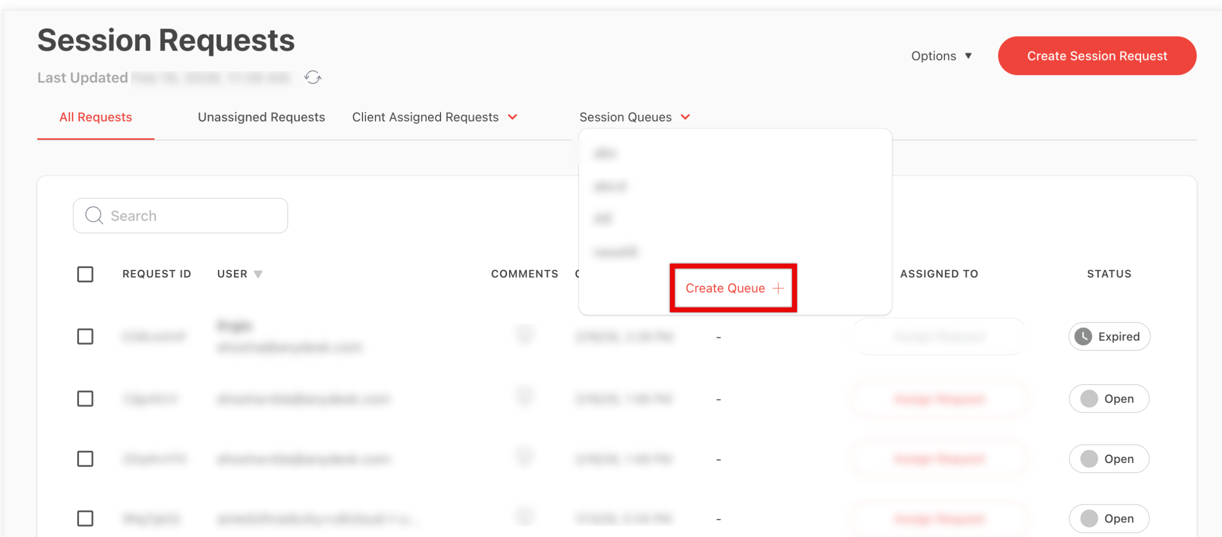
Session Queues help organize and route incoming support requests to the appropriate teams or specialists.

Create a session queue

As an administrator, you can create a session queue to group and route incoming support requests based on team responsibilities or function.

To create a session queue:

1. In my.anydesk II, navigate to the **Session Queue** section.
2. Select **Create Queue**.



3. Enter a descriptive name (for example, *IT Support*, *Sales Team*, or *Network Specialists*).
4. *(Optional)* Enter a description to define the queue's purpose or scope.
5. Select **Create**.

Add team members to a queue

After creating a queue, you, as an administrator, can assign team members who will handle requests within that queue.

To add team members:

1 Open the session queue you created.

2 Select **Support Clients**.

3 Enter the AnyDesk ID for each team member you want to add.

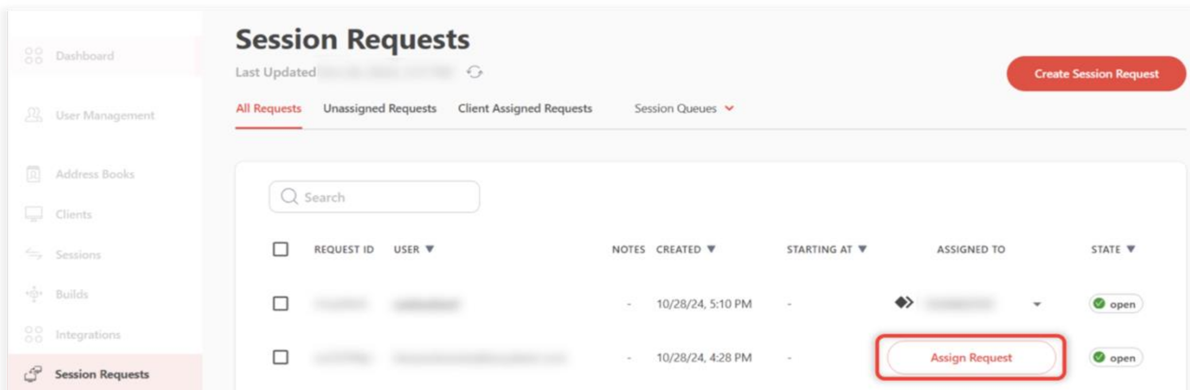
Assign requests to queues

Once a queue is created and team members are assigned, you and the support agents can assign incoming session requests to the appropriate queue.

To assign a request to a queue:

1 Select a session request from either the **All Requests** view or the **Unassigned Requests** queue.

2 Click **Assign Request** and then select **Assign to Queue**.



3 Select the appropriate queue from the list.

Assign requests to an agent

Session Requests can also be assigned directly to a specific support agent, independent of queues. This can be done by any agent.

To assign a request to an agent:

1 Select a session request from either the **All Requests** view or the **Unassigned Requests** queue.

2 Click **Assign Request**, select **Client** and then

3 From the list, select the appropriate support agent's **AnyDesk ID**.

To view requests assigned to a specific agent:

1 Navigate to the **Client Assigned Requests** tab.

2 In the **Source Client** field, filter requests by the **AnyDesk ID**.

Working with Session Requests

After completing the initial setup, support agents can manage incoming session requests using either:

- the **AnyDesk client** (desktop application)
- the **my.anydesk II** management console

Both interfaces provide access to core session handling features, allowing agents to view, assign, and respond to support requests, manage queues, and initiate remote sessions. However, some advanced actions, such as editing requests and scheduling sessions, are available only in the my.anydesk II console.

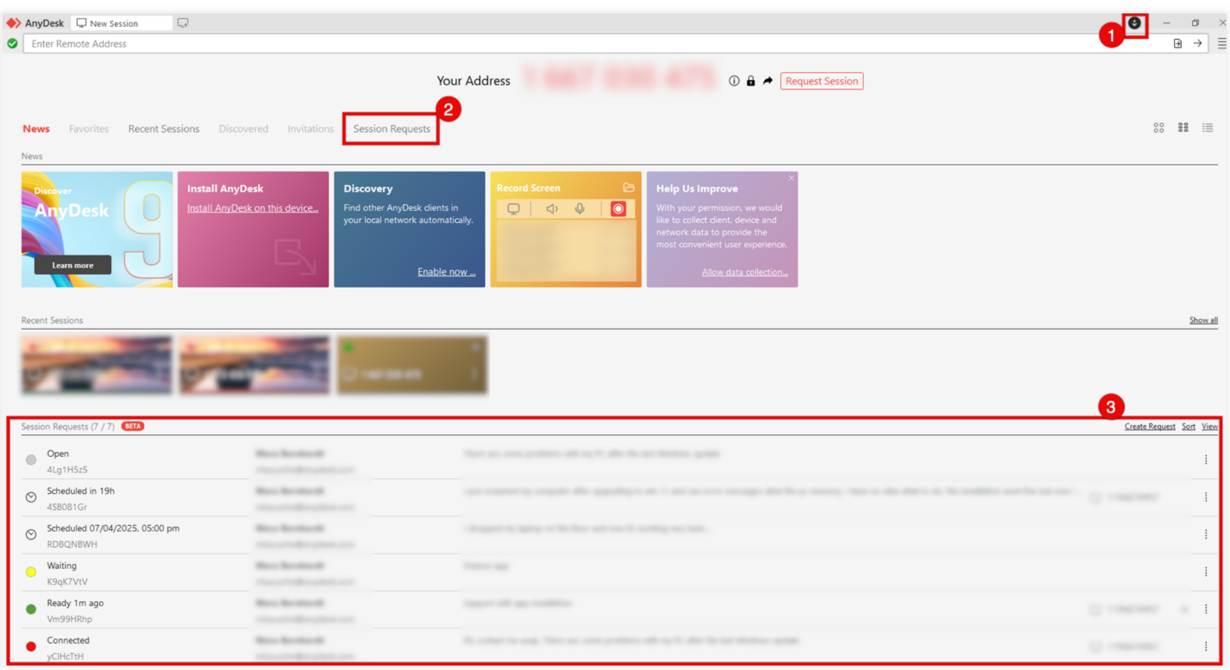
Access session requests

After agents install the AnyDesk client on their devices, they can begin checking and handling support session requests.

Support agents can access session requests from two locations:

In the AnyDesk client (desktop application)

1. Open the AnyDesk app on your device and sign in to your account.
2. Navigate to the **Session Requests** tab to see the session requests assigned to you.



3 Use the **View** menu to select the queue(s) you want to display:

- **Unassigned Requests** to see all new and unassigned requests
- Any other queue you are subscribed to

The **Unassigned Requests** queue displays all new or pending requests that have not yet been assigned to a specific queue or agent. Both interfaces, the AnyDesk client and the my.anydesk portal, provide access to the same requests. Use whichever is most convenient for your workflow.

Note: To view unassigned requests in the AnyDesk client, the administrator must subscribe the support agent's **AnyDesk ID** to the **Unassigned Requests** queue.

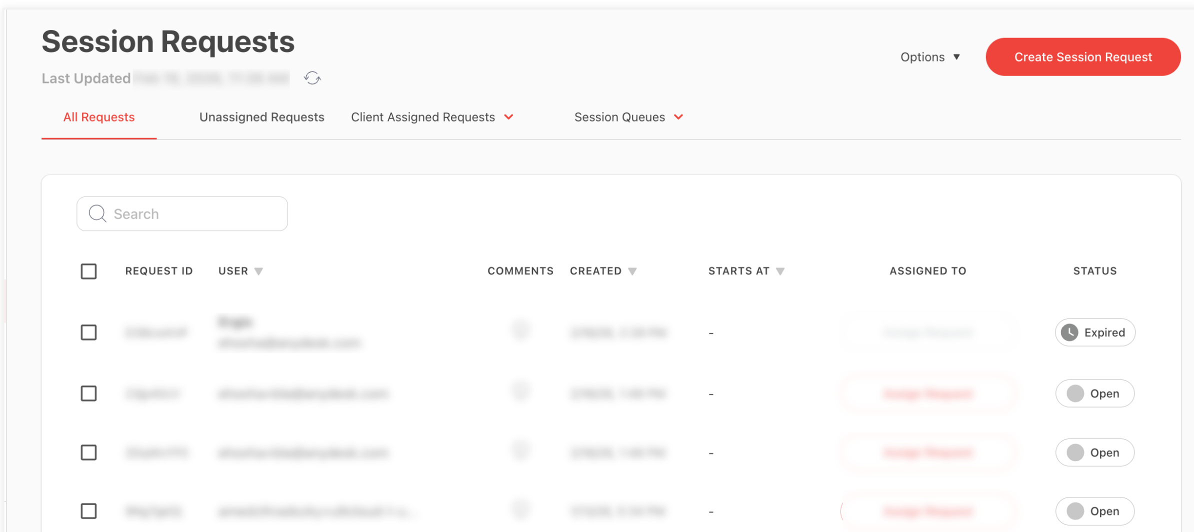
In my.anydesk II (management portal)

1 Sign in to my.anydesk II.

2 Navigate to the **Session Requests** tab.

3 Select the appropriate view:

- **All Requests** – all open requests
- **Unassigned Requests** – new and unassigned requests
- **Client Assigned Requests** – requests assigned to specific AnyDesk client ID
- **Specific queue** – requests assigned to a specific queue



To view closed session requests:

1 Select **Options** next to **Create Session Request**.

2 Enable the **Show Closed** toggle.

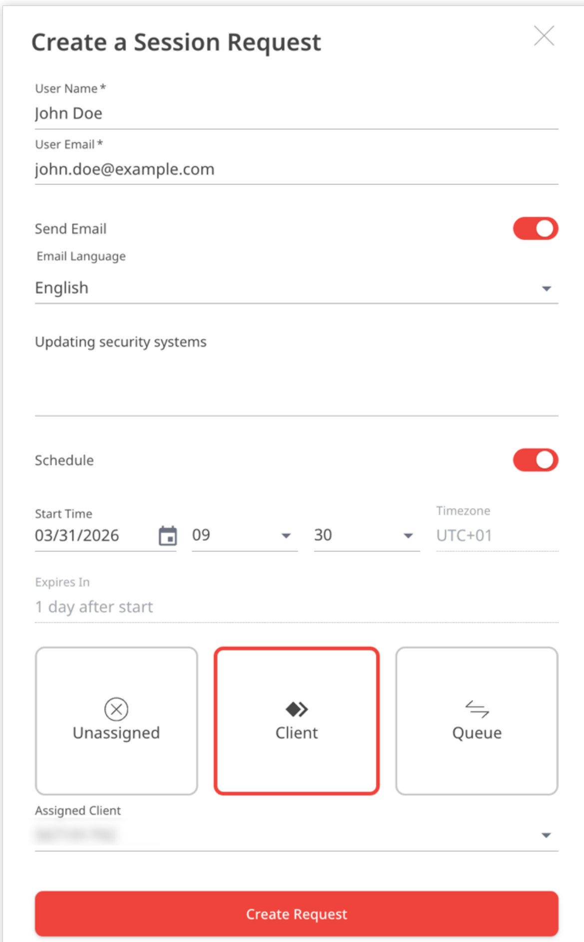
Create a session request

Support agents can create session requests from both platforms: the AnyDesk client and the my.anydesk II management portal. Advanced options, such as scheduling or editing, are available only in my.anydesk II.

To create a session request:

1 On the **Session Requests** tab, click **Create Request** and fill out the following fields:

- **User Name**
- **User Email**
- **Comments** – description of the issue.
- **Scheduled Time** – *(optional)* set a date and time for the session.
- **Assigned to** – *(optional)* select a Client ID or a Queue.



2 Click **Create Request**.

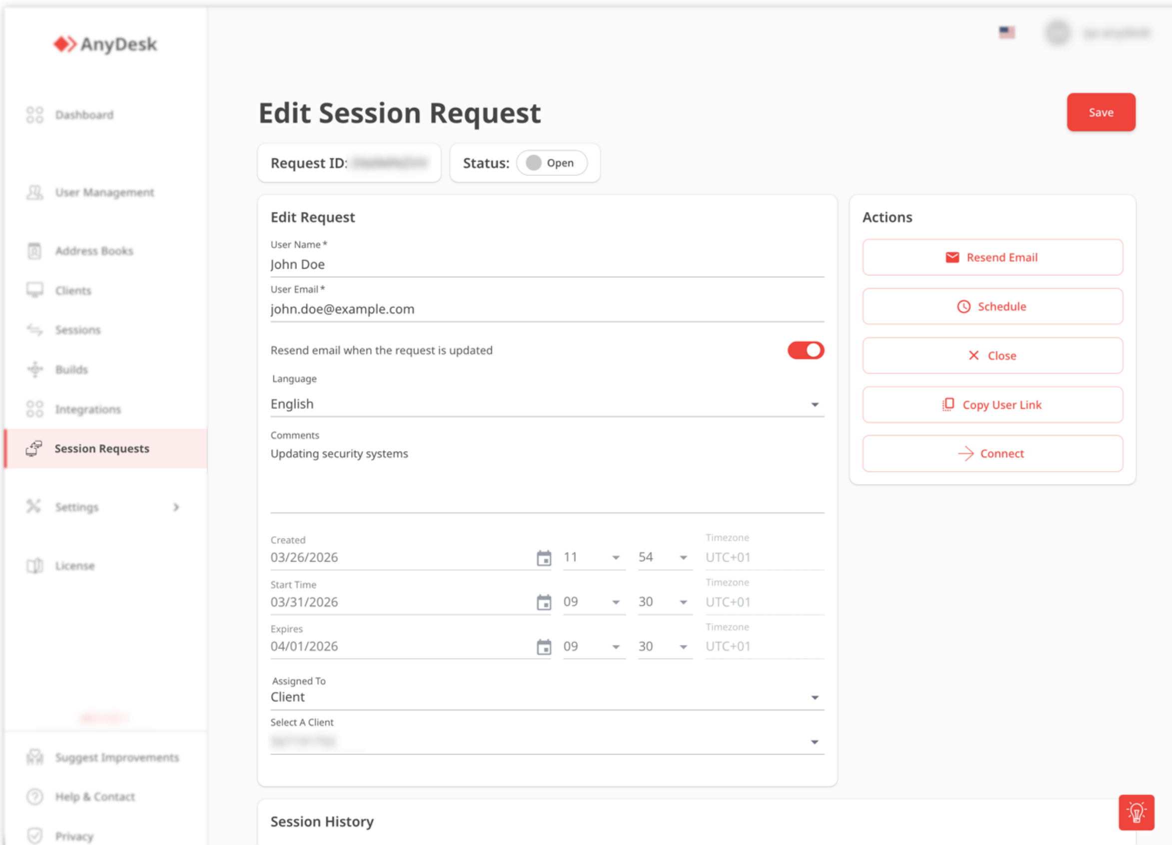
After creating the request, the user receives a session link via email. Alternatively, you can share the link manually.

Manage session requests

To handle incoming requests, you can use either the AnyDesk client or the my.anydesk II management portal. However, managing requests (such as editing, assigning, or scheduling) is available only in my.anydesk II.

To manage a session request in my.anydesk:

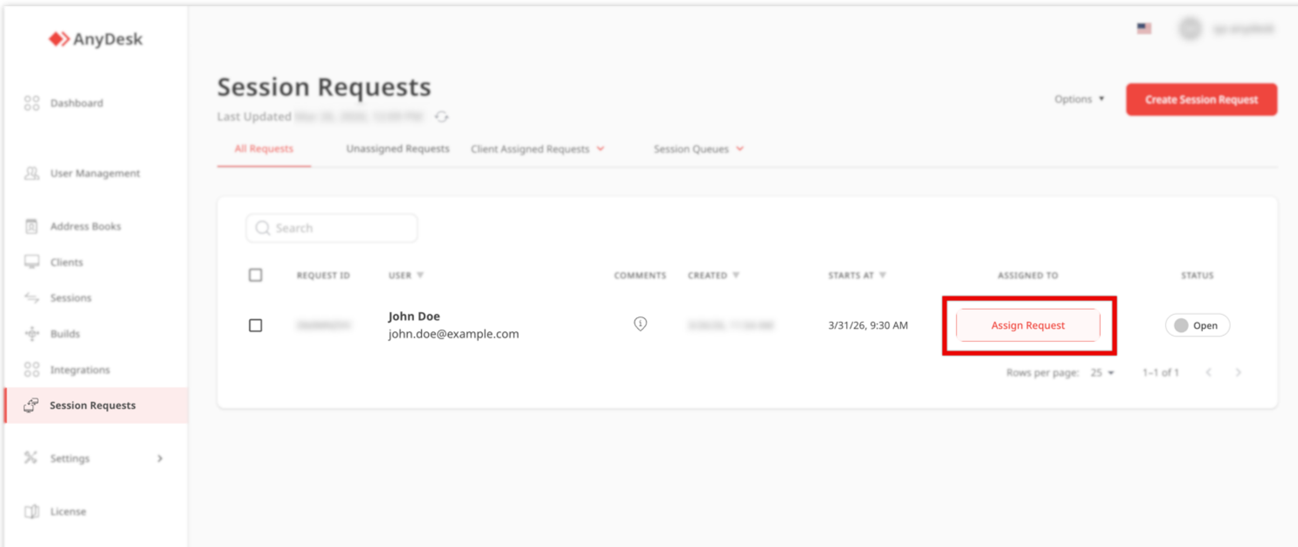
1. On the **Session Requests** page, view the requests from the **All Requests** or **Unassigned Requests** queue.
2. Select the request to open the **Edit Session Request** page.



3. Update the request as needed:
   - Edit user information
   - Add or update comments
   - Resend the email invitation
   - Schedule or modify session time
   - Close the request
4. Click **Save**.

Assign a request

You can assign requests to yourself, another agent, or a queue.



Assign to an agent

To assign a session request to an agent:

1 On the **Session Requests** page, select **Assign Request**.

2 Select **Client**.

3 Select the appropriate **AnyDesk ID**.

- Select your AnyDesk ID to move the request to your personal queue.
- Select another agent's AnyDesk ID to move the request to their queue.

Assign to a queue

To assign a session request to a queue:

1 On the **Session Requests** page, select **Assign Request**.

2 Select **Queue**.

3 Select the appropriate queue.

The request becomes visible to all agents subscribed to that queue.

Start a session

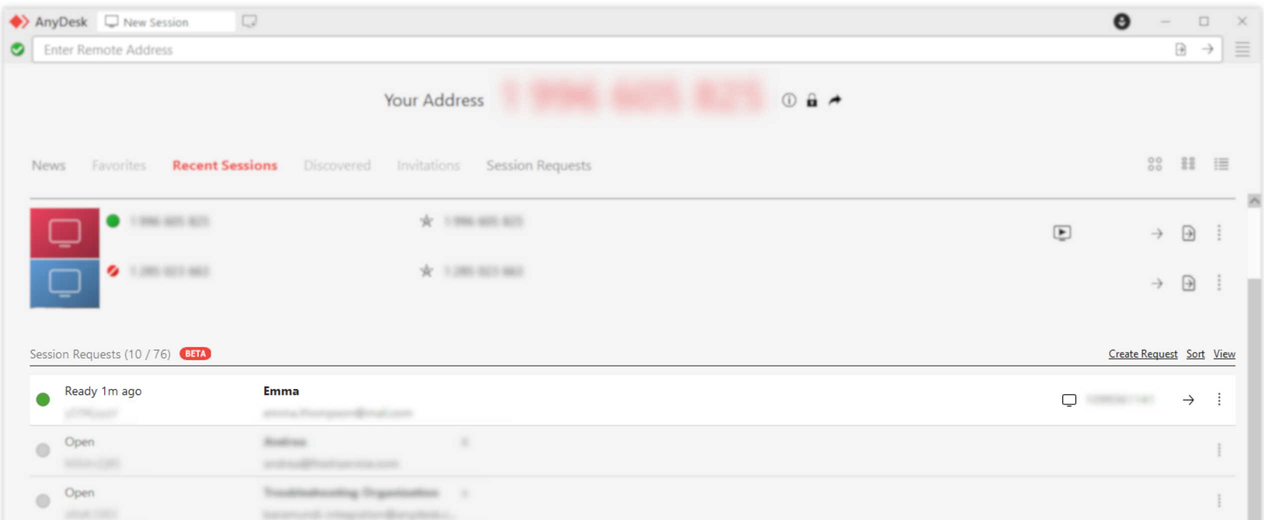
A session can begin only after the user accepts the session request. The user must open the session link (from email or shared manually).

Once accepted, the request status changes to **Ready**.

Join from the AnyDesk client

1 Open the **Session Requests** tab.

2 Locate the request with status **Ready**.



3 Select the connection arrow next to the user's ID.

4 Wait for the user to accept the connection.

Join from my.anydesk II

1 On the **Session Requests** page, locate the session request.

2 Check the **Status** column for **Ready**.

3 Click the request and on the opened page select **Connect**.

4 The AnyDesk app launches automatically.

5 The session starts once the user accepts the connection on their side.

View session history

The **Session History** section provides a record of all connections associated with a session request.

To view session history:

1 Open a session request in my.anydesk II.

2 Scroll to the **Session History** section.

3 Review the list of past connections and their details, such as:

- Date and time
- Duration
- Assigned agent
- Connection status

Note: Session history is available only in my.anydesk II and cannot be viewed in the AnyDesk client.

AnyDesk Assist for End Users

This chapter explains how end users join and participate in a remote support session using AnyDesk Assist or their regular AnyDesk client.

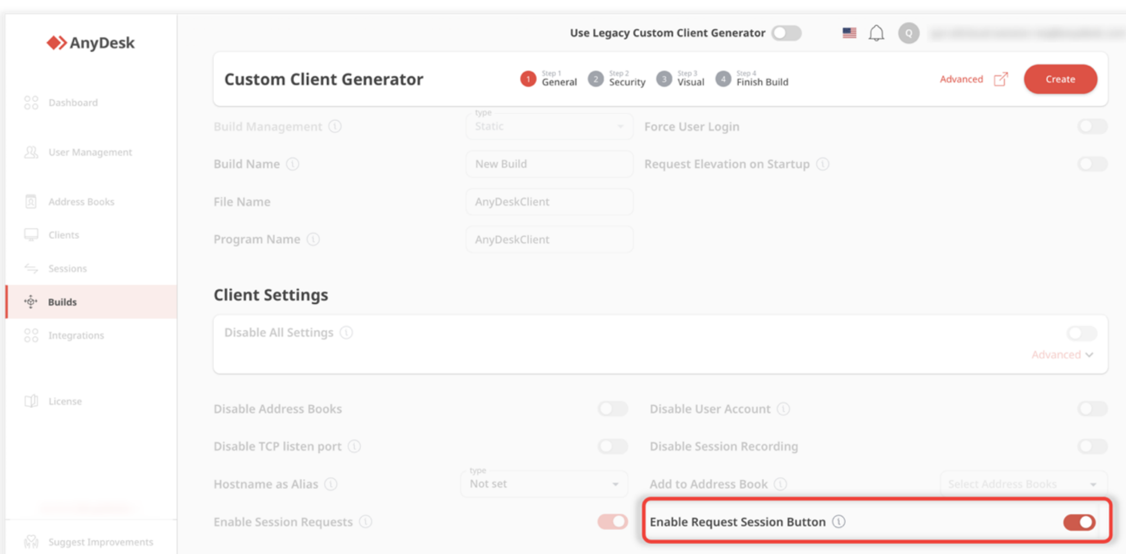
It also describes how users can request support when the feature is enabled by an administrator.

For admins: Enable session requests for users

To allow users to initiate support requests from their AnyDesk client, administrators must create a custom client with the **Request Session** feature enabled.

To enable the **Request Session** feature:

1. In [my.anydesk II](), navigate to the **Builds** tab.
2. Click **Create New Build**.
3. Select a compatible version:
   - Windows version 9.0.1 or later
   - macOS 9.0.0 or later
4. In the **Client Settings** section, turn on the **Enable Session Requests Button** toggle.



5. *(Optional)* Customize the button label (for example, *Get Help*, *Contact Support*, or *Request Session*).
6. Configure additional settings if required.
7. Select **Save**, download the build, and distribute the client to end users.

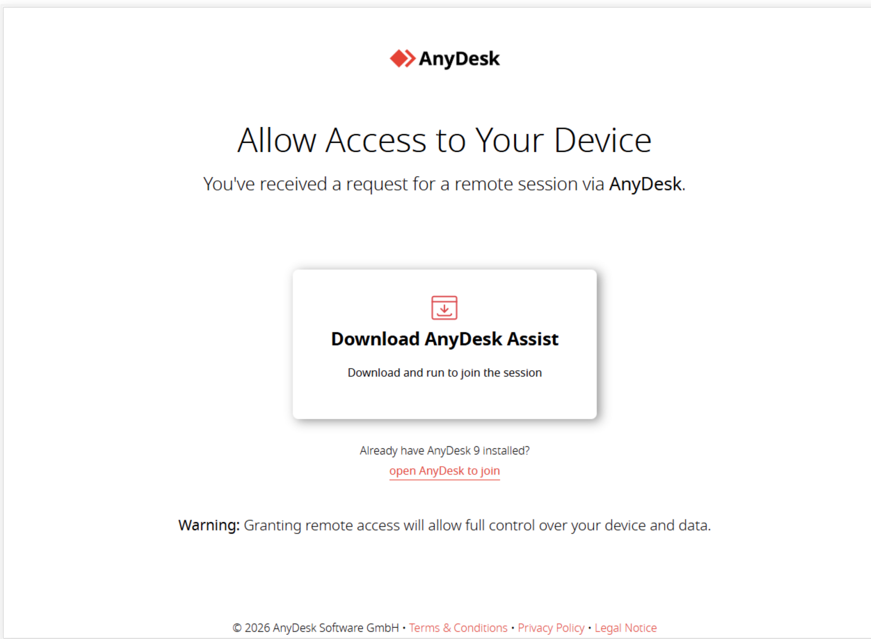
If this feature is not enabled, users can still join sessions using the invitation link but cannot create session requests.

For end users: Join a support session

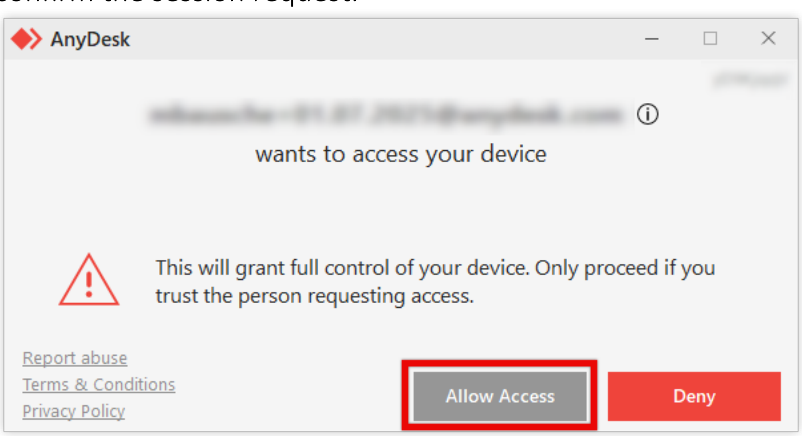
End users can join a support session using a link provided by a support agent.

To join a session:

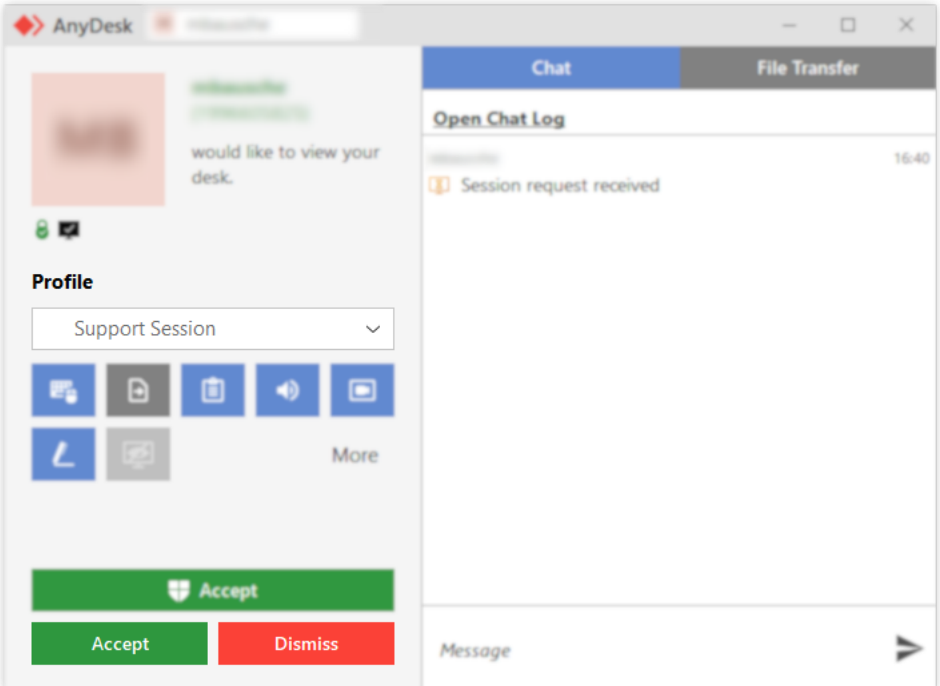
1. Open the invitation link received via email or message from support agent.
2. On the webpage, select one of the following:
   - Download AnyDesk Assist
   - Open AnyDesk to join (if you already have a compatible client installed)



3. If downloading **AnyDesk Assist**, launch the downloaded application, and select **Allow Access** to confirm the session request.



4 When the support agent initiates the session, select **Accept** to start the session. You can also change the permissions to the support agent by adjusting the **Profile**.



A session begins only after the user accepts the session request and the support agent initiates the connection.

Once the session request is ready to begin, the status changes to **Ready** in the support agent's interface and the connection can be established.

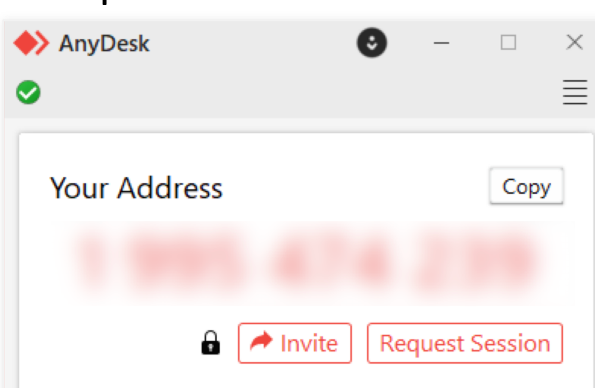
For end users: Request support

If enabled by your administrator, you can request support directly from the AnyDesk client.

To request support:

1 Open the AnyDesk client.

2 Click **Request Session** next to **Your Address**.



3. Enter a description of the issue.
4. Click **Submit**.

The request is added to the **Unassigned Requests** queue, where a support agent can pick it up and assist you.

Integration with Support Platforms

AnyDesk integrates with support platforms such as **Salesforce** and **Freshworks**, allowing support agents to initiate remote sessions directly from within support cases.

This integration links session activity with support tickets, improving traceability and reducing context switching.

Set up the integration

To enable session management from an external support platform, the AnyDesk integration must be installed and properly configured.

To set up the integration:

1. Install the AnyDesk integration for your support platform.
2. Configure the integration settings within your platform. Refer to the following integration user guides:
   - AnyDesk for Salesforce
   - AnyDesk for Freshworks
3. Complete the setup described in the Initial Setup for Administrators section in this document.
4. *(Optional)* Create and deploy AnyDesk clients for end users as described in the For admis: Enable session requests for users section in this document.
5. Verify the integration by creating a test support case and starting and completing a session.

Create session requests from support cases

After the integration is configured, support agents can create AnyDesk sessions directly from support tickets.

To create a session request from a support case:

1. Open a support case or ticket in your platform.
2. Locate the **AnyDesk** panel or tab.
3. Select **Create Session Request**.
4. Send an automated or manual email to the end user or share the session link using the platform's communication tools.

5 Refresh to check if the user has accepted the request. Once accepted, the status changes to **Ready**.

6 Click **Connect** to start the session.

Depending on the platform, session details are automatically saved either to the support case or synchronized with **my.anydesk II.**

Note: All session requests created from a support platform appear in the **Unassigned Requests** queue in **my.anydesk II**. Use **Session Queues** to categorize and route these requests to the appropriate teams.

Understand request sources

Session requests can be initiated in two sources. Understanding the difference helps with routing, tracking, and reporting.

Platform-created requests:

- Created by agents from a support case or ticket
- Linked to the originating case
- Visible in the support platform, AnyDesk client, and in my.anydesk II

User-initiated requests:

- Created by end users via the **Request Session** button
- Not linked to a support case
- Visible only in my.anydesk II and the AnyDesk client
- Requires manual case creation if tracking in the support platform is needed

View session history

Session history is available in both the support platform and my.anydesk II.

In the **support platform**:

- Open the relevant support case or ticket, and navigate to the **Session History** tab. This tab displays all AnyDesk sessions linked to that case.

In **my.anydesk**:

- Go to the **Session Requests** tab, select the specific request, and view the **Session History** section.

AnyDesk

About **AnyDesk**

AnyDesk is a remote desktop software that allows users to access and control a computer from a remote location. It was first released in 2014 and has since gained popularity as a reliable and secure remote desktop solution.

Resources

Learn more about how to get started with AnyDesk in our Help Center

Watch our tutorial videos on how to use AnyDesk

Discover interesting use cases

Join our community

anydesk.com