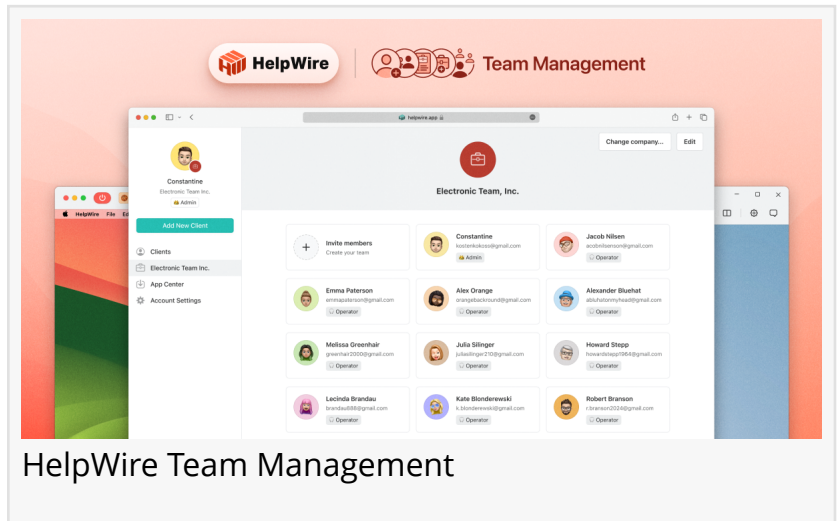


# HelpWire Introduces Team Management for Additional Remote Support Flexibility

*HelpWire introduces team management features for a more efficient workload distribution. Adding and managing remote support technicians is easier than ever.*

ALEXANDRIA, VA, USA, March 21, 2024 /EINPresswire.com/ -- Electronic Team, Inc., a remote control software solution provider, has announced the release of a new feature for [HelpWire](#), its user-friendly and completely free remote desktop service.



The Team Management features enable tech support teams to distribute workload optimally through Teammate Invites, Role Hierarchy, Company Profiles, Cross-team Access, and Centralized Contacts.

## Feature Highlights

### Teammate Invites:

Expand your team by sending single or bulk invitations to multiple email addresses simultaneously.

### Role Hierarchy:

Define clear roles within your organization. Company Owners have the authority to create, run, and delete companies, while Support Operators can focus on assisting remote clients.

### Company Profile:

Enhance your Company's presence by customizing its name and adding a brand logo, crafting a more professional approach when supporting the clients.

### Cross-team Access:

Act as a Company Owner to manage your own remote support team, while also being able to

join other companies and contribute as a Support Operator.

#### Centralized Contacts:

Maintain a cohesive remote support as clients can be managed by all Operators within the same Company. Should the primary Operator be unavailable, another team member can effortlessly step in at any time.

The Team Management tools are intended to speed up task resolution and facilitate team administration, while also being straightforward and not requiring much time or effort to learn.

This newly added feature set is now free for all HelpWire users. Organizations interested in utilizing HelpWire to enhance their remote support workflow can visit [helpwire.app/team-management/](https://helpwire.app/team-management/) for more information.

Natalie Paraskeva  
Electronic Team, Inc.  
paraskeva.n@helpwire.app

Visit us on social media:

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

[Instagram](#)

[YouTube](#)

---

This press release can be viewed online at: <https://www.einpresswire.com/article/697332078>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2024 Newsmatics Inc. All Right Reserved.