# TeamViewer Engage

| Features Offered | Conversational Commerce Enterprise | Digital Customer Service Enterprise | Digital Customer Service Business | Online Sales & Consultation Enterprise | Online Sales & Consultation Business |
|---|---|---|---|---|---|
| **Live Chat** | | | | | |
| **Customizable chat widget (color, texts)**<br>Create a custom design for your chat widget. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Multiple chat widgets**<br>Create and use multiple designs for your chat widget. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Manage chat widget visibility**<br>Define, when your chat widget should be visible for customers and when not. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Customer-facing white-labeling for chat widget**<br>Remove TeamViewer branding. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Live Chat - Conversation Management** | | | | | |
| **Opening times**<br>Define different opening times for different time zones. | unlimited | unlimited | Up to 1 | ✕ | ✕ |
| **Maximum concurrent conversations for agents**<br>Define how many chat conversations can be assigned to a single agent at the same time. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Conversation queue**<br>Queue incoming conversations once your team reached its full capacity of concurrent conversations. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Feedback form for customer and agent**<br>Allow customers to provide feedback after chat interactions. Allow agents to summarize and categorize conversations once they're done. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Chat templates**<br>Create pre-built response templates that are available to team members so they can resolve conversations faster and in consistent language. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Forms**<br>Create individual forms to e.g. allow customers to leave a request even though your team is not available. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Routing Rules (skill-based)**<br>Redirect incoming conversations to the right team member. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **SLA Rules**<br>Define rules how to prioritize incoming conversations and set goals for initial replies. | ✓ | ✓ | ✕ | ✕ | ✕ |

**TeamViewer** Engage

## Chatbots

| | | | | | |
|---|---|---|---|---|---|
| **Number of chatbots** | unlimited | unlimited | Up to 3 | ✕ | ✕ |
| **Targeted outbound messages** Define conditions when Chatbots shall engage with customers. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Visual chatbot builder** Create chatbots with our visual interface. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Enable/disable customer inputs** Precisely define when customers have to follow the flow of the Chatbot conversation using buttons and when they're able to send individual messages. | ✓ | ✓ | ✓ | ✕ | ✕ |

## Video Chat & Video Consultation

| | | | | | |
|---|---|---|---|---|---|
| **Video Chat (standalone with link)** Use the Video Chat via link invitation (encapsulated from your website). | ✓ | ✕ | ✕ | ✓ | ✓ |
| **Video Chat (embedded into website)** Embed the Video Chat on your website. | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Customer-facing white-labeling for Video Chat** Adjust colors, visible logos and more to match your corporate design. | ✓ | ✓ | ✕ | ✕ | ✕ |
| **Screensharing** | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Whiteboard** | ✓ | ✕ | ✕ | ✓ | ✓ |
| **eSignature API** Use our API to have the ability to integrate your exisiting eSignature solution with TeamViewer Engage (disclaimer: depends on the capabilities of your eSignature solution). | ✓ | ✕ | ✕ | ✓ | ✕ |
| **eSignature** Use TeamViewer Engage's standard solution for qualified electronic signatures. | Available as addon: eSignature | Available as addon: eSignature | ✕ | Available as addon: eSignature | ✕ |
| **Feedback feature** Trigger customizable feedback forms after Video Chat interactions. | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Compliance Recordings** Record the whole consultation (video, audio, screen sharing, whiteboard) to meet compliance policies. | ✓ | ✓ | ✕ | ✓ | ✕ |

## Embedded Co-Browsing

| | | | | | |
|---|---|---|---|---|---|
| **Highlight screen elements** | ✓ | ✓ | ✓ | ✕ | ✕ |
| **Take over control of customer's web session** | ✓ | ✓ | ✕ | ✕ | ✕ |

# TeamViewer Engage

## Embedded Co-Browsing

| Feature | | | | | |
|---|:---:|:---:|:---:|:---:|:---:|
| **Basic Privacy Masking** <br> Choose which data shall be transmitted and which should not. Choose from base filters such as input fields, numbers, or all content. | ✓ | ✓ | ✓ | ✗ | ✗ |
| **Advanced Privacy Masking** <br> In addition to the basic privacy masking, you can specifically white or black list parts of your website through HTML/CSS selectors. | ✓ | ✓ | ✗ | ✗ | ✗ |
| **Feedback feature** <br> Gather customer feedback after every Co-Browsing interaction. | ✓ | ✓ | ✓ | ✗ | ✗ |
| **Compliance Recordings** <br> Record the whole Co-Browsing interaction to meet compliance policies. | ✓ | ✓ | ✗ | ✓ | ✗ |

## Universal Co-Browsing

| Feature | | | | | |
|---|:---:|:---:|:---:|:---:|:---:|
| **Highlight screen elements** <br> Monitor and analyze your website's uptime and make sure it is available for everyone. | ✓ | ✗ | ✗ | ✓ | ✗ |
| **Change control from/to user** <br> Decide who owns control of the shared browser session. | ✓ | ✗ | ✗ | ✓ | ✗ |
| **Basic Privacy Masking** <br> Choose which data shall be transmitted and which should not. Choose from base filters such as input fields, numbers, or all content. | ✓ | ✗ | ✗ | ✓ | ✗ |
| **Advanced Privacy Masking** <br> In addition to the basic privacy masking, you can specifically white or black list parts of your website through HTML/CSS selectors. | ✓ | ✗ | ✗ | ✓ | ✗ |
| **Compliance Recordings** <br> Record the whole Co-Browsing interaction to meet compliance policies. | ✓ | ✓ | ✗ | ✓ | ✗ |

## Document Co-Browsing

| Feature | | | | | |
|---|:---:|:---:|:---:|:---:|:---:|
| **Highlight screen elements** | ✓ | ✗ | ✗ | ✓ | ✓ |
| **Customer and agent can fill in document** | ✓ | ✗ | ✗ | ✓ | ✓ |
| **Compliance Recordings** <br> Record the whole Co-Browsing interaction to meet compliance policies. | ✓ | ✓ | ✗ | ✓ | ✗ |

## Appointment Scheduling

| Feature | | | | | |
|---|:---:|:---:|:---:|:---:|:---:|
| **Email invites** | ✓ | ✗ | ✗ | ✓ | ✓ |
| **Calendar synchronization (MS Outlook)** <br> Synchronize your MS Outlook calendar by default. Further synchronizations with other calendar apps available upon request. | ✓ | ✗ | ✗ | ✓ | ✓ |
| **Appointment Booker** <br> Allow customers to book available consultation appointments with team members. | ✓ | ✗ | ✗ | ✓ | ✓ |

## Reporting & Analytics

| Feature | | | | | |
|---|---|---|---|---|---|
| **Basic Dashboards** — Monitor basic, predefined KPIs. | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Customizable Dashboards** — Create individual Dashboards with the KPIs you want to monitor. | ✓ | ✓ | ✗ | ✓ | ✗ |
| **Exportable Reports** — Export reports in CSV format. | ✓ | ✓ | ✗ | ✓ | ✗ |

## Integrations

| Feature | | | | | |
|---|---|---|---|---|---|
| **Custom Integrations** — Get in touch with us to discuss integrations into your existing CRM, call center or other solutions. | ✓ | ✓ | ✗ | ✓ | ✗ |
| **TeamViewer Remote Access** — Integrate TeamViewer Remote Access into your TeamViewer Engage interface. | Available as addon: TeamViewer | Available as addon: TeamViewer | Available as addon: TeamViewer | ✗ | ✗ |

## Enterprise Features

| Feature | | | | | |
|---|---|---|---|---|---|
| **On-premise deployment** | ✓ | ✓ | ✗ | ✓ | ✗ |
| **Single Sign-on** | ✓ | ✓ | ✗ | ✓ | ✗ |
| **Agent-facing platform white labeling** — Change logos and more within TeamViewer Engage to fit your brand. | ✓ | ✓ | ✗ | ✓ | ✗ |
| **Custom permissions and roles** — Create roles, assign them to your team members and manage exactly which member or team has access to which feature. | ✓ | ✓ | ✓ | ✓ | ✓ |

## Mobile App Integration (Android & iOS)

| Feature | | | | | |
|---|---|---|---|---|---|
| **for Live Chat and Chatbots** — Integrate Live Chat and Chatbots into your mobile iOS or Android app with our Mobile SDK. | Available as addon: Mobile SDK | Available as addon: Mobile SDK | ✗ | Available as addon: Mobile SDK | ✗ |
| **for Co-Browsing** — Integrate Co-Browsing into your mobile iOS or Android app with our Mobile SDK. | Available as addon: Mobile SDK | Available as addon: Mobile SDK | ✗ | Available as addon: Mobile SDK | ✗ |
| **for Video Chat** — Integrate Video Chat into your mobile iOS or Android app with our Mobile SDK. | Available as addon: Mobile SDK | Available as addon: Mobile SDK | ✗ | Available as addon: Mobile SDK | ✗ |