

# TeamViewer Engage

## Features Offered

### Engage Enterprise Suite

### Digital Customer Service Pro

### Digital Customer Service Lite

### Online Sales & Consultation Pro

### Online Sales & Consultation Lite

## Live-Chat

**Customizable chat widget (color, texts)**  
Create a custom design for your chat widget.

✓

✓

✓

✗

✗

**Multiple chat widgets**  
Create and use multiple designs for your chat widget.

✓

✓

✗

✗

✗

**Manage chat widget visibility**  
Define, when your chat widget should be visible for customers and when not.

✓

✓

✗

✗

✗

**Customer-facing white-labeling for chat widget**  
Remove TeamViewer branding.

✓

✓

✗

✗

✗

## Live-Chat - Conversation Management

**Opening times**  
Define different opening times for different time zones.

Unlimited

Unlimited

Up to 1

✗

✗

**Maximum concurrent conversations for agents**  
Define how many chat conversations can be assigned to a single agent at the same time.

✓

✓

✗

✗

✗

**Conversation queue**  
Queue incoming conversations once your team reached its full capacity of concurrent conversations.

✓

✓

✗

✗

✗

**Feedback form for customer and agent**  
Allow customers to provide feedback after chat interactions. Allow agents to summarize and categorize conversations once they're done.

✓

✓

✓

✗

✗

**Chat templates**  
Create pre-built response templates that are available to team members so they can resolve conversations faster and in consistent language.

✓

✓

✗

✗

✗

**Forms**  
Create individual forms to e.g. allow customers to leave a request even though your team is not available.

✓

✓

✓

✗

✗

**Routing Rules (skill-based)**  
Redirect incoming conversations to the right team member.

✓

✓

✗

✗

✗

**SLA Rules**  
Define rules how to prioritize incoming conversations and set goals for initial replies.

✓

✓

✗

✗

✗

| Chatbots  |                                    |           |         |                                    |   |
|---|------------------------------------|-----------|---------|------------------------------------|---|
| <b>Number of chatbots</b>   | Unlimited                          | Unlimited | Up to 3 | ×                                  | × |
| <b>Targeted outbound messages</b><br>Define conditions when Chatbots shall engage with customers.   | ✓                                  | ✓         | ×       | ×                                  | × |
| <b>Visual chatbot builder</b><br>Create chatbots with our visual interface.   | ✓                                  | ✓         | ✓       | ×                                  | × |
| <b>Enable/disable customer inputs</b><br>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   |                                    |           |         |                                    |   |
| <b>Video Chat (standalone with link)</b><br>Use the Video Chat via link invitation (encapsulated from your website).  | ✓                                  | ×         | ×       | ✓                                  | ✓ |
| <b>Video Chat (embedded into website)</b><br>Embed the Video Chat on your website.  | ✓                                  | ✓         | ✓       | ×                                  | × |
| <b>Customer-facing white-labeling for Video Chat</b><br>Adjust colors, visible logos and more to match your corporate design.   | ✓                                  | ✓         | ×       | ✓                                  | × |
| <b>Screensharing</b>  | ✓                                  | ✓         | ✓       | ✓                                  | ✓ |
| <b>Whiteboard</b>   | ✓                                  | ×         | ×       | ✓                                  | ✓ |
| <b>eSignature API</b><br>Use our API to have the ability to integrate your existing eSignature solution with TeamViewer Engage (disclaimer: depends on the capabilities of your eSignature solution). | ✓                                  | ×         | ×       | ✓                                  | × |
| <b>eSignature</b><br>Use TeamViewer Engage's standard solution for qualified electronic signatures.   | Available as add-on:<br>eSignature | ×         | ×       | Available as add-on:<br>eSignature | × |
| <b>Feedback feature</b><br>Trigger customizable feedback forms after Video Chat interactions.   | ✓                                  | ✓         | ×       | ✓                                  | ✓ |
| <b>Compliance Recordings</b> Record the whole consultation (video, audio, screen sharing, whiteboard) to meet compliance policies.  | ✓                                  | ×         | ×       | ✓                                  | × |
| Embedded Co-Browsing  |                                    |           |         |                                    |   |
| <b>Highlight screen elements</b>  | ✓                                  | ✓         | ✓       | ×                                  | × |
| <b>Take over control of customer's web session</b>  | ✓                                  | ✓         | ×       | ×                                  | × |

| Embedded Co-Browsing   |   |   |   |   |   |
|--|---|---|---|---|---|
| <b>Basic Privacy Masking</b><br>Choose which data shall be transmitted and which should not. Choose from the base filters such as input fields, numbers, or all content.   | ✓ | ✓ | ✓ | × | × |
| <b>Advanced Privacy Masking</b><br>In addition to the basic privacy masking, you can specifically white or black list parts of your website through HTML/CSS selectors.    | ✓ | ✓ | × | × | × |
| <b>Feedback feature</b><br>Gather customer feedback after every Co-Browsing interaction.   | ✓ | ✓ | ✓ | × | × |
| <b>Compliance Recordings</b><br>Record the whole Co-Browsing interaction to meet compliance policies.  | ✓ | ✓ | × | × | × |
| Universal Co-Browsing  |   |   |   |   |   |
| <b>Highlight screen elements</b><br>Monitor and analyze your website's uptime and make sure it is available for everyone.  | ✓ | × | × | ✓ | × |
| <b>Change control from/to user</b><br>Decide who owns control of the shared browser session.   | ✓ | × | × | ✓ | × |
| <b>Basic Privacy Masking</b><br>Choose which data shall be transmitted and which should not. Choose from base filters such as input fields, numbers, or all content.       | ✓ | × | × | ✓ | × |
| <b>Advanced Privacy Masking</b><br>In addition to the basic privacy masking, you can specifically white or black list parts of your website through HTML/CSS selectors.    | ✓ | × | × | ✓ | × |
| <b>Compliance Recordings</b><br>Record the whole Co-Browsing interaction to meet compliance policies.  | ✓ | × | × | ✓ | × |
| Document Co-Browsing   |   |   |   |   |   |
| <b>Highlight screen elements</b>   | ✓ | × | × | ✓ | × |
| <b>Customer and agent can fill in document</b>   | ✓ | × | × | ✓ | × |
| <b>Compliance Recordings</b><br>Record the whole Co-Browsing interaction to meet compliance policies.  | ✓ | × | × | ✓ | × |
| Appointment Scheduling   |   |   |   |   |   |
| <b>Email invites</b>   | ✓ | × | × | ✓ | ✓ |
| <b>Calendar synchronization (MS Outlook)</b><br>Synchronize your MS Outlook calendar by default. Further synchronizations with other calendar apps available upon request. | ✓ | × | × | ✓ | ✓ |
| <b>Appointment Booker</b><br>Allow customers to book available consultation appointments with team members.  | ✓ | × | × | ✓ | ✓ |

## Reporting & Analytics

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| <b>Basic Dashboards</b><br>Monitor basic, predefined KPIs.  | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Customizable Dashboards</b><br>Create individual Dashboards with the KPIs you want to monitor. | ✓ | ✓ | ✗ | ✓ | ✗ |
| <b>Exportable Reports</b><br>Export reports in CSV format.  | ✓ | ✓ | ✗ | ✓ | ✗ |

## Integrations

|  |                                    |                                    |   |   |   |
|--|------------------------------------|------------------------------------|---|---|---|
| <b>Custom Integrations</b><br>Get in touch with us to discuss integrations into your existing CRM, call center or other solutions. | ✓                                  | ✗                                  | ✗ | ✗ | ✗ |
| <b>TeamViewer Remote Access</b><br>Integrate TeamViewer Remote Access into your TeamViewer Engage interface.                       | Available as add-on:<br>TeamViewer | Available as add-on:<br>TeamViewer | ✗ | ✗ | ✗ |

## Enterprise Features

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

## Mobile App Integration (Android & iOS)

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| <b>For Live Chat and Chatbots</b><br>Integrate Live Chat and Chatbots into your mobile iOS or Android app with our Mobile SDK. | ✓ | ✗ | ✗ | ✗ | ✗ |
| <b>For Co-Browsing</b><br>Integrate Co-Browsing into your mobile iOS or android app with our Mobile SDK.                       | ✓ | ✗ | ✗ | ✗ | ✗ |
| <b>For Video Chat</b><br>Integrate Video Chat into your mobile iOS or Android app with our Mobile SDK.                         | ✓ | ✗ | ✗ | ✗ | ✗ |