

# TeamViewer Engage



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

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<b>Chatbots</b>					
<b>Number of chatbots</b>	Up to 3	Unlimited	×	×	Unlimited
<b>Targeted outbound messages</b> Define conditions when Chatbots shall engage with customers.	×	✓	×	×	✓
<b>Visual chatbot builder</b> Create chatbots with our visual interface.	✓	✓	×	×	✓
<b>Enable/disable customer inputs</b> Precisely define when customers have to follow the flow of the Chatbot conversation using buttons and when they're able to send individual messages.	✓	✓	×	×	✓
<b>Video Chat &amp; Video Consultation</b>					
<b>Video Chat (standalone with link)</b> Use the Video Chat via link invitation (encapsulated from your website).	×	×	✓	✓	✓
<b>Video Chat (embedded into website)</b> Embed the Video Chat on your website.	✓	✓	×	×	✓
<b>Customer-facing white-labeling for Video Chat</b> Adjust colors, visible logos and more to match your corporate design.	×	✓	×	✓	✓
<b>Screensharing</b>	✓	✓	✓	✓	✓
<b>Whiteboard</b>	×	×	✓	✓	✓
<b>eSignature API</b> 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> Use TeamViewer Engage's standard solution for qualified electronic signatures.	×	×	×	Available as add-on: eSignature	Available as add-on: eSignature
<b>Feedback feature</b> 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.	×	✓	×	✓	✓
<b>Embedded Co-Browsing</b>					
<b>Highlight screen elements</b>	✓	✓	×	×	✓
<b>Take over control of customer's web session</b>	×	✓	×	×	✓

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<b>Embedded Co-Browsing</b>					
<b>Basic Privacy Masking</b> 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> 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> Gather customer feedback after every Co-Browsing interaction.	✓	✓	✗	✗	✓
<b>Compliance Recordings</b> Record the whole Co-Browsing interaction to meet compliance policies.	✗	✓	✗	✗	✓
<b>Universal Co-Browsing</b>					
<b>Highlight screen elements</b> Monitor and analyze your website's uptime and make sure it is available for everyone.	✗	✗	✗	✓	✓
<b>Change control from/to user</b> Decide who owns control of the shared browser session.	✗	✗	✗	✓	✓
<b>Basic Privacy Masking</b> 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> 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> Record the whole Co-Browsing interaction to meet compliance policies.	✗	✗	✗	✓	✓
<b>Document Co-Browsing</b>					
<b>Highlight screen elements</b>	✗	✗	✗	✓	✓
<b>Customer and agent can fill in document</b>	✗	✗	✗	✓	✓
<b>Compliance Recordings</b> Record the whole Co-Browsing interaction to meet compliance policies.	✗	✗	✗	✓	✓
<b>Appointment Scheduling</b>					
<b>Email invites</b>	✗	✗	✓	✓	✓
<b>Calendar synchronization (MS Outlook)</b> Synchronize your MS Outlook calendar by default. Further synchronizations with other calendar apps available upon request.	✗	✗	✓	✓	✓
<b>Appointment Booker</b> Allow customers to book available consultation appointments with team members.	✗	✗	✓	✓	✓

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<b>Reporting &amp; Analytics</b>					
<b>Basic Dashboards</b> Monitor basic, predefined KPIs.	✓	✓	✓	✓	✓
<b>Customizable Dashboards</b> Create individual Dashboards with the KPIs you want to monitor.	✗	✓	✗	✓	✓
<b>Exportable Reports</b> Export reports in CSV format.	✗	✓	✗	✓	✓
<b>Integrations</b>					
<b>Custom Integrations</b> Get in touch with us to discuss integrations into your existing CRM, call center or other solutions.	✗	✗	✗	✗	✓
<b>TeamViewer Remote Access</b> Integrate TeamViewer Remote Access into your TeamViewer Engage interface.	✗	Available as add-on: TeamViewer	✗	✗	Available as add-on: TeamViewer
<b>Enterprise Features</b>					
<b>On-premise deployment</b>	✗	✗	✗	✗	✓
<b>Single Sign-on</b>	✗	✗	✗	✗	✓
<b>Agent-facing platform white labeling</b> Change logos and more within TeamViewer Engage to fit your brand.	✗	✗	✗	✗	✓
<b>Custom permissions and roles</b> Create roles, assign them to your team members and manage exactly which members or team has access to which feature.	✓	✓	✓	✓	✓
<b>Mobile App Integration (Android &amp; iOS)</b>					
<b>For Live Chat and Chatbots</b> Integrate Live Chat and Chatbots into your mobile iOS or Android app with our Mobile SDK.	✗	✗	✗	✗	✓
<b>For Co-Browsing</b> Integrate Co-Browsing into your mobile iOS or android app with our Mobile SDK.	✗	✗	✗	✗	✓
<b>For Video Chat</b> Integrate Video Chat into your mobile iOS or Android app with our Mobile SDK.	✗	✗	✗	✗	✓