TeamViewer Engage

Features Offered	Digital Customer Service		Online Sales & Consultation		Engage Enterprise Suite
	Lite	Pro	Lite	Pro	Custom
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.	Up to 1	Unllimited	✕	✕	Unllimited
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 inital replies.	✕	✓	✕	✕	✓

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Chatbots					
Number of chatbots	Up to 3	Unlimited	✕	✕	Unlimited
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 existing 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
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	✕	✓	✕	✕	✓

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

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	Lite	**Pro**	**Lite**	**Pro**	**Custom**
Reporting & Analytics					
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					
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
Enterprise Features					
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 members or team has access to which feature.	✓	✓	✓	✓	✓
Mobile App Integration (Android & iOS)					
For Live Chat and Chatbots Integrate Live Chat and Chatbots into your mobile iOS or Android app with our Mobile SDK.	✗	✗	✗	✗	✓
For Co-Browsing Integrate Co-Browsing into your mobile iOS or android app with our Mobile SDK.	✗	✗	✗	✗	✓
For Video Chat Integrate Video Chat into your mobile iOS or Android app with our Mobile SDK.	✗	✗	✗	✗	✓