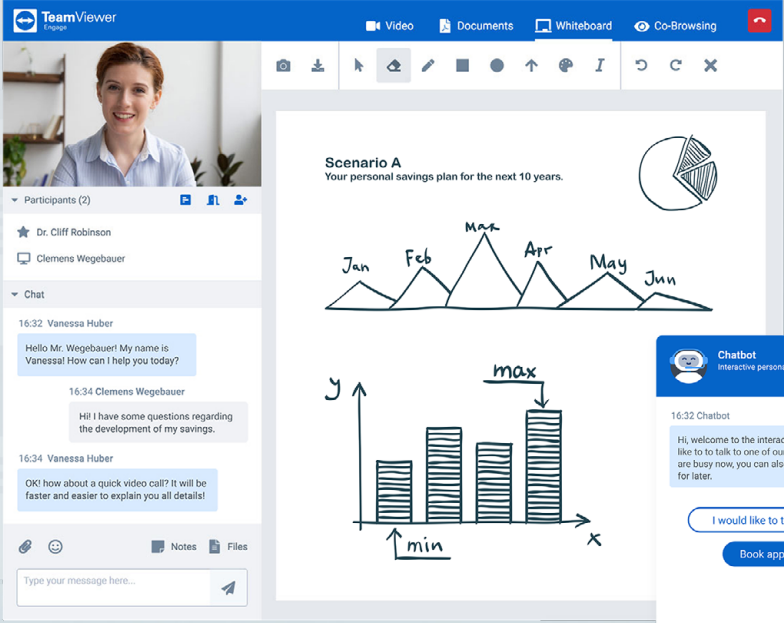


Next-level Digital Customer Engagement

TeamViewer Engage is a next-gen digital customer engagement platform for providing digital customer service, holding online consultations, and creating online sales opportunities. Support prospects, clients, or customers across their entire journey and provide a seamless customer service experience that drives loyalty and keeps your business agile.



The screenshot displays the TeamViewer Engage interface during a video consultation. The top bar includes navigation icons for Video, Documents, Whiteboard, Co-Browsing, and a red call icon. The main window is divided into three sections:

- Participants (2):** Lists Dr. Cliff Robinson and Clemens Wegebauer.
- Chat:** Shows a conversation between Vanessa Huber and Clemens Wegebauer. The chat history includes:
 - 16:32 Vanessa Huber: Hello Mr. Wegebauer! My name is Vanessa! How can I help you today?
 - 16:34 Clemens Wegebauer: Hi! I have some questions regarding the development of my savings.
 - 16:34 Vanessa Huber: OK! how about a quick video call? It will be faster and easier to explain you all details!
- Whiteboard:** Displays a hand-drawn diagram titled "Scenario A" with the subtitle "Your personal savings plan for the next 10 years." The diagram features a line graph with peaks labeled "Jan", "Feb", "Max", "Apr", "May", and "Jun". Below the line graph is a bar chart with a y-axis labeled "y" and an x-axis labeled "x". The bar chart has four bars of increasing height, with the first bar labeled "min" and the fourth bar labeled "max". A pie chart is also visible in the top right corner of the whiteboard.

On the left side, a circular inset shows a credit card number field with a "Submit" button and a "Vanessa Huber" label. On the right side, a "Chatbot" window is open, displaying a welcome message and a "Book appointment" button.

Key Benefits

Increase Agent and Representative Efficiency

Save time and energy. Reduce the back-and-forth, answer customer questions faster, and get problems solved the first time around.

Improve Experience for Customers and Representatives

Provide digitized experiences that look and feel like you, and give agents and representatives the tools to do their best work.

Increase Sales Productivity

Allow your sales team to conduct case-closing online meetings, and conclude contracts with a binding electronic signature (eSignature).

Communicate Seamlessly Across all Channels

Customers live in an omnichannel world. Use multiple channels at once and seamlessly transition between all channels without losing any pre-established context.

Remove Barriers and Maximize Online Spaces

Help your team meet customers wherever they are and at any time. Give them the tools to provide the full, in-person experience online.

Maintain Privacy and Security

All TeamViewer connections are fully encrypted and GDPR compliant. For EU customers we provide German-based, ISO/IEC 27001-certified hosting. TeamViewer is ISO 9001 certified.

Discover all Engage Solutions now

teamviewer.com/engage

TeamViewer Engage Products

End-to-End Products

Digital Customer Service

Increase support efficiency and customer retention rates by offering the seamless online service your customers expect, and will praise.



Chatbots



Website Chat



Voice & Video Chat



Co-Browsing



Ticketing

Online Consultation

Digitalize in-person consultations with ease. Connect with your customers in a personalized online space, anywhere and anytime, and conduct case-closing meetings online.



Appointment Scheduling



Whiteboard



Conferencing



Conference-Co-Browsing



Document Collaboration



eSignature (Integration)

Highlighted Features

Co-Browsing

Available in Digital Customer Service. Add a visual element to verbal, agent-customer communication. Guide customers on your website, reach quicker solutions, and create instant context with no downloads or installations.

Website Chat & Chatbots

Available in Digital Customer Service. Answer FAQs or simple queries in a no-code Chatbot. When questions get complex, seamlessly transition from a bot to a live website chat without losing context.