What is an interaction?

In the chat designer, the term interaction is used to describe the application chat panels that will be visible on the customer web page. There are several types of interactions, examples of which you can find below.

> **Note**
>
> There are also several types of chat panels. The number of panels available is determined by the Puzzel products you have enabled in your account.

Examples of interaction types:

1. Triggers: chat panel that is visible to the consumer before actually entering into a chat. There are 3 types of triggers.

    1.1. A trigger button: when clicked this button begins a chat

    1.2. A panel: this panel presents information to be captured before the chat begins

    1.3. An information panel: a panel to display information relating to the chat

2. Chat: panels that are visible during and after a chat session with an agent has completed

3. Digital engagement: panels exclusive to Puzzel Digital Engagement, with features beyond chat. An example is web callback.