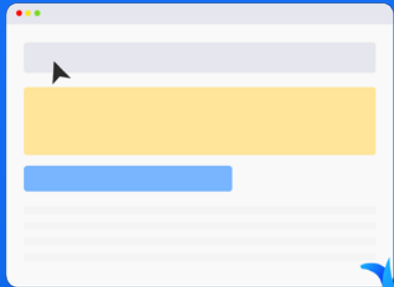


Co-Browsing

Hands on customer service

Live Guide's co-browsing module enables your service agents to resolve questions more quickly, keep customers engaged and increase sales. In co-browsing, chat operators and customers share a browser window - your operators literally guide your customers through the online experience.

This optional module brings powerful sales and support capabilities to your team. Now your customer and your service agent are on the same page - looking at the same information at the same time. The result: more accurate form completion, faster issue resolution and improved customer satisfaction.



**Resolve questions faster,
keep customers engaged
and increase sales.**

Be on the same page

The Live Guide's co-browsing module lets your operators share a browser window with a single click. It is a seamless transition no matter whether the conversation is in text, audio or video.

Everything happens in a highly secure manner. The agent are not able to take any actions in the name of your customer. Private information can be hidden from the operators, making sure that the client's privacy is of biggest importance.

Moreover, the agent can guide the customer through notes and highlights which will allow them to communicate without the use of chat.



Guide your customers around your site and to other web-based resources through a shared browser window.

Chat with us to find out more!

