



BRING TRANSFORMATIVE, HUMAN-GUIDED DIGITAL EXPERIENCES TO YOUR CUSTOMERS

Partner with the Proven Leader in Guided CX

For over 20 years, the world's largest and most security-conscious enterprises have trusted the Glance Guided CX platform to empower their customer-facing teams to deliver frictionless, in-the-moment customer consultation.

WHY PARTNERS CHOOSE GLANCE

Complement your existing CX solution offerings with best-in-class, differentiated human-guided digital experiences.

Extend the capabilities of your customers' existing CRM, CCaaS, UCaaS, and homegrown solutions.

Offer customers Guided CX capabilities that create a consistent experience: the Glance Guided CX platform is interoperable across diverse technology stacks.

Expand CX advisory and consultative services into human-guided digital experiences.

Bring unique CX solutions to market, leveraging pre-built integrations, or build your own using Glance's open APIs and SDK libraries.

Why Customers Choose Glance

Customers select our platform to power their guided customer experiences because it fits seamlessly in-brand, in their existing digital properties, and in the agent technologies they currently use, combining a breadth of capabilities with enterprise-class security and scale.

Easy for everyone

Agents initiate human-guided digital engagements with their customers in just one click from any CRM, CCaaS, UCaaS, or custom desktop system. Customers can use any browser or device and don't need to exchange a session key. Enterprises create a consistent customer experience across any channel, business unit, department, or third-party strategic partner.

Breadth of capabilities

Glance leverages existing omnichannel communications to start seamlessly from any interaction, allowing agents and customers to switch easily between:

- Cobrowse
- Screen share
- Secure document share
- Live one-, two-, or multi-way video
- Mobile app share
- Mobile camera share

Proven, enterprise-grade security and scale

Glance doesn't use proxy servers and prevents personal data from ever leaving the customer's browser. It supports stringent data privacy and security standards such as PII, HIPAA, GDPR, and ISO. Glance is proven to scale without a decrease in quality during business-critical seasons such as holiday shopping, open enrollment, and U.S. tax filing - easily handling peaks of over 8,000 simultaneous sessions from a single customer.

Real business outcomes achieved using Glance

20%

reduction in
AHT

10%

boost in
FCR

18pt

increase in
NPS

20%

higher
CSAT

60%

reduction in
sales cycle time

40%

boost in lead
conversion rate

\$18M

in new revenue
from customers

97%

satisfaction
rating

Join our Glance Accelerate Partner Program

Add the Glance Guided CX platform to your portfolio of offerings through a partnership with Glance.

Our program provides a framework for partners to develop their expertise and increase their capability to offer Glance's Guided CX solutions. Our partners become CX accelerators, empowering their customers with high-value, authentic, human-to-human experiences inside their digital environments.

Deliver more value to customers, grow your business, and elevate your CX authority by partnering with Glance.

Multiple Paths to Successful Partnerships

Refer Glance

CX technology advisors are rewarded for referring opportunities to Glance.

Become a Glance solution provider

Resellers benefit from a multi-tiered, comprehensive program designed to grow your business.

Integrate Glance into solution offerings

SI partners integrate Glance Guided CX capabilities into solution stacks, providing more value to industry-specific offerings.

Enhance the value of CX Platforms

Suppliers develop one-of-a-kind OEM offerings and integrations to complement any CRM, agent desktop, contact center, or CX technology.

Commitments to our Partners



Dependable

You can rely on us to do the right things.



Collaborative

You are more than an extension of our team – you are our team.



Rewarding

We are fully committed to helping you deliver more value to your customers while helping you achieve your business goals.



Be a CX accelerator. Partner with Glance.



Kristine Hansen
VP, Partner Sales and Strategic Alliances
khansen@glance.net



Ian Pavlechko
Director, Partner Sales
ipavlechko@glance.net



Glance makes it easy to provide personal, human-to-human customer experience in digital environments. Glance's in-the-moment web and mobile cobrowse, screen share, and video solutions increase customer satisfaction, ensure brand loyalty, and drive revenue. The world's largest enterprises trust Glance to empower their customer-facing teams and deliver frictionless, at-the-exact-right-moment customer consultation. With integrations with Salesforce, Twilio, Genesys, ServiceNow, and more, Glance fits seamlessly into even the most sophisticated CRM-CX tech stack. Discover the power of Glance guided CX at <http://www.glance.net>.