



GLANCE COBROWSE WITH SCREEN SHARE

Best-in-Class Visual Guidance Wherever, Whenever

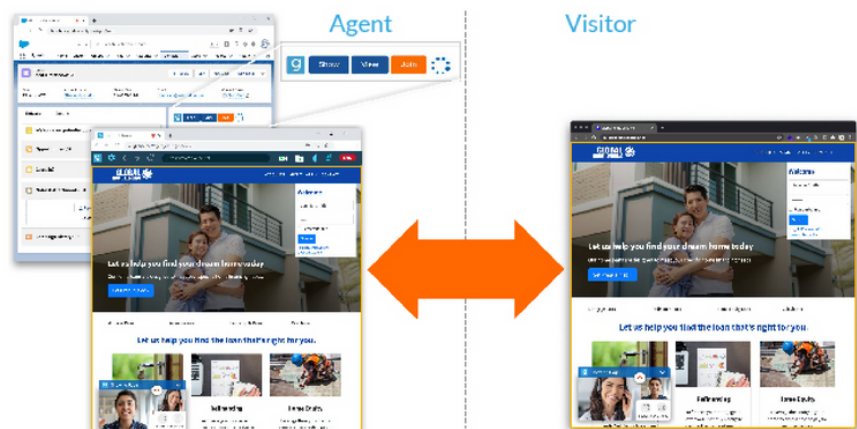
KEY BENEFITS

- **Connect within seconds** for a seamless, fully integrated collaboration experience.
- **Make any content a shared experience.** Cobrowse across domains, websites, browsers, PDFs, and Excel documents.
- **Planned or in-the-moment.** Glance sessions can be launched any time, anywhere, on any device.
- **Built for customer privacy.** Masked elements (including sensitive personal information) never leave the customer's browser.
- **Bring your own audio.** Glance seamlessly integrates into your VoIP or enterprise chat solution.

Be on the same page as your customers

When customers can't easily accomplish a task, resolve a problem, or get information, they get frustrated. To provide a truly outstanding customer experience, you need to minimize the time and effort required to understand a customer's problem and guide them to a solution. With nothing to download or install, Glance Cobrowse with Screen Share is the fastest and most reliable way for agents and customers to explore and collaborate together over their favorite browser. Using any PC, Mac, or mobile device, a single click is all it takes to see exactly what visitors see.

Agents can even provide guided assistance by highlighting items or filling out forms on visitors' behalf. Sensitive fields like social security numbers and passwords can be masked from the agents' view to protect private customer data. With a flexible toolset that ensures every engagement is secure, embedded, and always in-brand, Glance helps you deliver unrivaled guided customer experiences.



Sharing & Collaboration Technologies Tailored to Transform Your Enterprise

Glance improves your digital customer engagements by letting your sales rep, service rep, or trainer instantly join the customer in your website or app, see their screen, and deliver human-to-human guidance. Glance features include:

Agent Guidance

Gesturing, scrolling, and built-in data masking all while the customer controls the experience

Remote Control

The agent can take over the experience and "drive" the customer to their goal

1-Click Connect

Using the agent's CRM instance, find the customer's location anywhere on a tagged website and begin a cobrowse session with a single click

Multi-Way Cobrowse

Every cobrowsing session can be expanded to fit additional agents and/or customers

Seamless Escalation

Inside the Glance Client, switch between Cobrowse or Screenshare sessions without disconnecting

Brand Integration

With a fully customizable user interface and branding

Secure and Private

Glance is ISO 27001 and PCI compliant, while also supporting HIPAA and GDPR compliance

Tied to Your Key Business Objectives



Relationship Growth



Digital First



Customer Focus



Financial Results

"We're able to jump right into whatever issue the customer may be facing and provide real-time guidance as opposed to trying to make them describe what they see on the screen."

- Senior VP, Centers of Excellence | Axos Bank



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