



GUIDED CX FOR YOUR MOBILE APP EXPERIENCES

Glance Mobile App Share

KEY BENEFITS

- Fully customize your in-app experience with our Mobile SDK
- Build CSAT, customer loyalty, retention, and lifetime value
- Improve customer conversion rates and agent efficiency
- Reduce average handle time and boost agent satisfaction rates
- Improve first call resolution (FCR)

Intuit TurboTax SmartLook™ and TurboTax Live™ are powered by Glance Mobile App Sharing

Mobile experiences that connect customers with your brand

When your customers reach a moment of decision, uncertainty, or need inside your mobile application, what might help them the most is someone to guide them through it. But too many apps make it hard to find assistance, sending customers outside the context of the screen they're in – or even to another device – for help.

Not with Glance. Glance Mobile App Share connects your agents with your customers inside your mobile app, in context of the screen they're working in and right at their moment of need.

See to help

One click lets your agent see your customer's mobile app screen, follow as they navigate, and understand where they need help.

Gesture to guide

Your mobile app users can see your agents' gestures: simple, intuitive click-and-drag motions that let agents highlight key buttons, links, or areas of the screen.

Connect with video

New in the latest version of Glance Mobile App Share, two-way video lets your customers and your agents see one another. Agents and customers gain better context for the interaction, connect on a personal level, and maybe even make friends. A smiling face is a powerful thing.

Safeguard privacy

Agents see only your app as your customers click and navigate. Other apps and notifications on a customer's device are never part of a Glance session. If your customer leaves your app, the visual is paused for the agent.

Ensure security

Glance Mobile App Share lets your company apply masking to your customers' sensitive data – ensuring agents don't see personally identifiable or other secure information.

Achieve parity with Glance's web-based Guided CX

Glance offers a full complement of Guided CX experiences with video across your digital properties: Cobrowse, Screen Share, Mobile App Share, and Mobile Camera Share. Glance Mobile App Share integrates seamlessly with your current agent desktop solution, ensuring one-click ease of use for agents to connect with customers using any of your mobile- or browser-based experiences.

