



## TRANSFORM CX WITH MEANINGFUL HUMAN CONNECTIONS

# Earn, keep, and grow customers with Glance Guided CX™

For over 20 years, the world's largest and most security-conscious enterprises have trusted Glance Guided CX (cobrowse, screen share, video, etc.) to transform "do it yourself" into "do it together" by powering human connections within their digital properties in moments that matter.

Create "wow"-worthy digital experiences, striking the balance between AI and human CX.

### Easy for everyone, works everywhere

Launch Glance from any employee desktop solution to connect instantly with customers in your mobile apps, portals, or websites.

### Start from anywhere, switch seamlessly

Use existing communication channels, including routing and escalations, to start collaborating from any interaction with Glance capabilities such as:

- Cobrowse (mobile, web)
- Secure document share
- Live one-, two-, or multi-way video
- Screen share
- Remote assist
- Mobile camera share



### Glance helps your team deliver in-the-moment, personal:

- Guided issue resolution
- Consultative transactions
- Expertise and advice
- Virtual training and onboarding
- Advisory services
- Sales engagements

### Proven, enterprise-grade security and scale

Glance adheres to rigorous data privacy and security protocols, undergoes annual compliance audits, and is verified by the largest financial institutions.

### Business outcomes from industry-leading brands achieved with 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

**97%**  
satisfaction  
rating

**394%**  
return on  
investment

# Instant collaboration that feels like magic

## Websites & Portals

Transform your websites, portals, and authenticated sites into instant, secure collaboration spaces.

- Cobrowse with customers
- Highlight, gesture, and scroll to guide the conversation
- Move between web content, PDFs, and company domains
- Offer limited form fill and navigation assistance
- Mask or redact sensitive data, fields, elements, or pages
- Securely share documents
- Invite more people to the session
- Escalate to screen sharing
- Humanize the interaction with video
- Ask customers to live stream their mobile camera

## Mobile

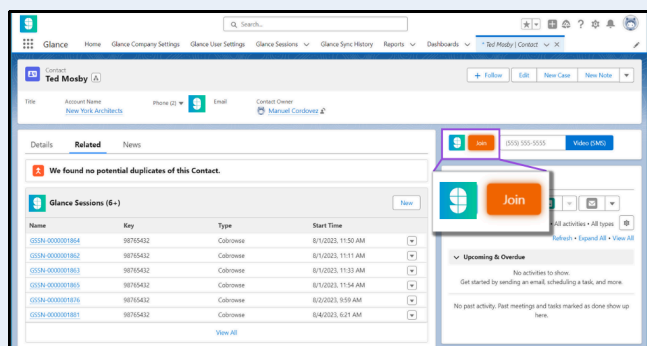
Bring instant human collaboration to smartphones and tablets.

- Cobrowse with customers in apps
- Highlight and gesture
- Humanize the interaction with video
- Mask sensitive data, fields, elements, or screens
- Ask customers to live stream their mobile camera

Mobile SDKs are available for iOS and Android devices. Glance also offers API access to our platform for various services.

## Intelligent connect

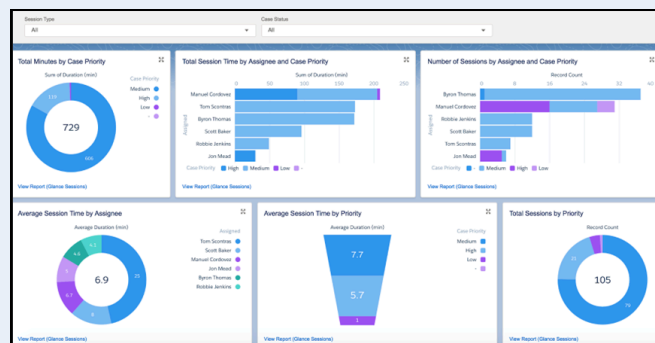
Join any customer in a Glance session automatically or with one-click from any employee workspace.



Salesforce examples. Glance also has OOTB integrations with Amazon Connect, Genesys, Five9, Microsoft, Talkdesk, Twilio, and Zendesk

## Data-rich interactions

Understand how interactions powered by Glance improve business outcomes.



## Why Companies Love Glance

**A Major Bank in the U.S.** sets a new standard in digital customer service with millions of Glance sessions annually - used by an estimated 1 in 4 customers with a CSAT rating of 97%.

**Intuit** changes the game for taxes with TurboTax Live: a Glance-powered experience that lets CPAs join Intuit customers during the process of filing their taxes.

**A Top Health Insurance Provider** increases Medicare enrollment and member satisfaction by using Glance to improve interactions on its websites and portals.

**Toast** delivers remote onboarding, training, device troubleshooting, and support, resulting in faster time to value, lower support expenses, and 20% higher CSAT ratings.



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