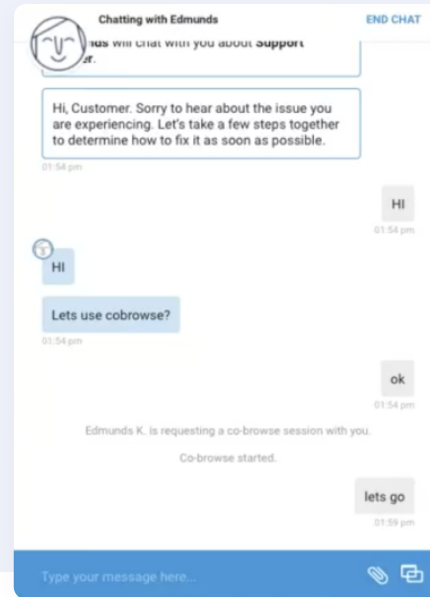**UJET CO-BROWSING**

Co-Browse for web (chat mode)

Reduce time to resolution, accelerate sales cycles, and deliver a guided customer experience with co-browsing

Today's consumer contends with near-constant information overload. Whether it's assisting a non-technical customer with an advanced question or aiding an upset buyer who needs to make a return, time is short – and so are attention spans and patience. As a result, it's crucial to capitalize on the limited time and focus you receive from your customers.

In many scenarios involving your web site or mobile application, the best support approach is for agents to share your customer's experience in real time, and (with their permission) aid them in the journey, with Co-Browse from UJET. Co-browsing gives consumers the ability to share their screens with the support agent. The agent is then able to assume control of the screen, and can:

- Scroll and navigate through content, helping to highlight areas of interest or importance and reducing confusion due to unfamiliar interfaces
- Take many on-page actions for the customer, such as adjusting settings or submitting forms.
- Dig into issues raised by the customer, to speed resolution times and demonstrate superior customer service.

Co-browsing, co-benefits

Unlike conventional screen sharing, which typically involves software installations, resulting in unnecessary support friction, co-browsing can be initiated immediately, while the customer is using your website or app. This means:

- **Faster support resolutions.** Agents can assume control and make changes or adjustments in real-time, with the customer's continual approval and visibility. UJET's Co-browse feature offers the best possible approach for agents to easily provide a comprehensive, guided support experience within your web site or native mobile app. This directly leads to shorter handle times and better customer experience.

- **Rapid, contextual answers**. When customers can literally point to the elements of a webpage or website they don't understand, agents can quickly focus on the key issue(s) and answer with greater accuracy.

- **More tailored purchasing experiences.** Even the most streamlined sites can still benefit from a little human guidance, and agents who know both the product and the customer's needs - and address them in real time - can significantly enhance the odds of closing.

While the impact of co-browsing is often seen in the moment, during a given interaction, the feature offers substantial lasting benefits. Co-browsing can increase customer satisfaction, bolster per-customer profit margins, and even help drive top-line company revenue.
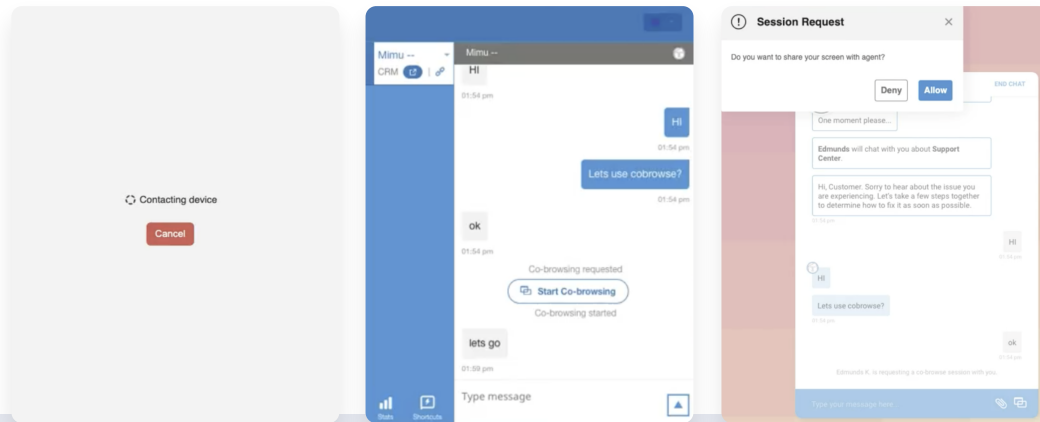
Co-browsing capabilities (web)

Initiation	Customer or agent can initiate (if agent-initiated, customer must confirm).
Modes	Screen share (default) or remote control.
Scope	Control can be shared for the current browser tab only, or for the entire device. Customers will be prompted to confirm which they're granting access to.
Closing	The customer has the ability to end the session at any time, as does the agent.
Agent Tools	Annotate, draw, request control, erase drawings/annotations, adjust zoom level.
Tracked in CRM	Whether session was requested, by whom, whether remote control was requested, etc. Elements depend on specific CRM and setup.

Experience Innovation

UJET is reimagining the contact center for modern consumers and brands. Our one-of-a-kind architecture delivers an entirely new foundation for security, reliability, and scale across customer service operations. A full voice and digital engagement suite is complemented by powerful AI and advanced analytics capabilities, and easy-to-use, intuitive design to make life easier for everyone involved - from customers and agents to supervisors and executives - all while driving meaningful operational efficiencies. Smart device capabilities like channel blending, photo and video sharing, and biometric authentication are available to deploy for full CX transformation when you're ready. Innovative brands like Instacart, Turo, Wag!, and Atom Tickets trust UJET to deliver exceptional CX, no matter their size or location. So can you.

Learn more or request a demo at **ujet.cx**

★★★★★

"UJET helps make my job effortless. It's easy to use, and this allows me to focus more on ensuring that I provide the highest level of service and improve on exceeding customer expectations."

S. Ndlovu
Customer Service Representative