

# CoBrowse



Easily help your Online Banking customers with their most complicated tasks by providing live on-screen support.

Available as an Engagement Bundle add-on, CoBrowse enables financial institutions and end users to access and navigate web pages collaboratively. Initiated during a LivePerson Premier Secure Chat conversation, CoBrowse screen share sessions allow agents at the financial institution to demonstrate complex online tasks and processes quickly and efficiently.

## Financial Institution Benefits

- **Easy-to-use:** No plugins or downloads are required, ensuring that agents are connected to end users in an instant within any major browser.
- **Secure:** CoBrowse only shows the end user's browser window instead of the entire desktop. The agent can only see the browser tab in which the CoBrowse session was initiated.
- **Flexible:** The CoBrowse permission includes the ability for the agent to both view and control the end user's browser window.

## End User Benefits

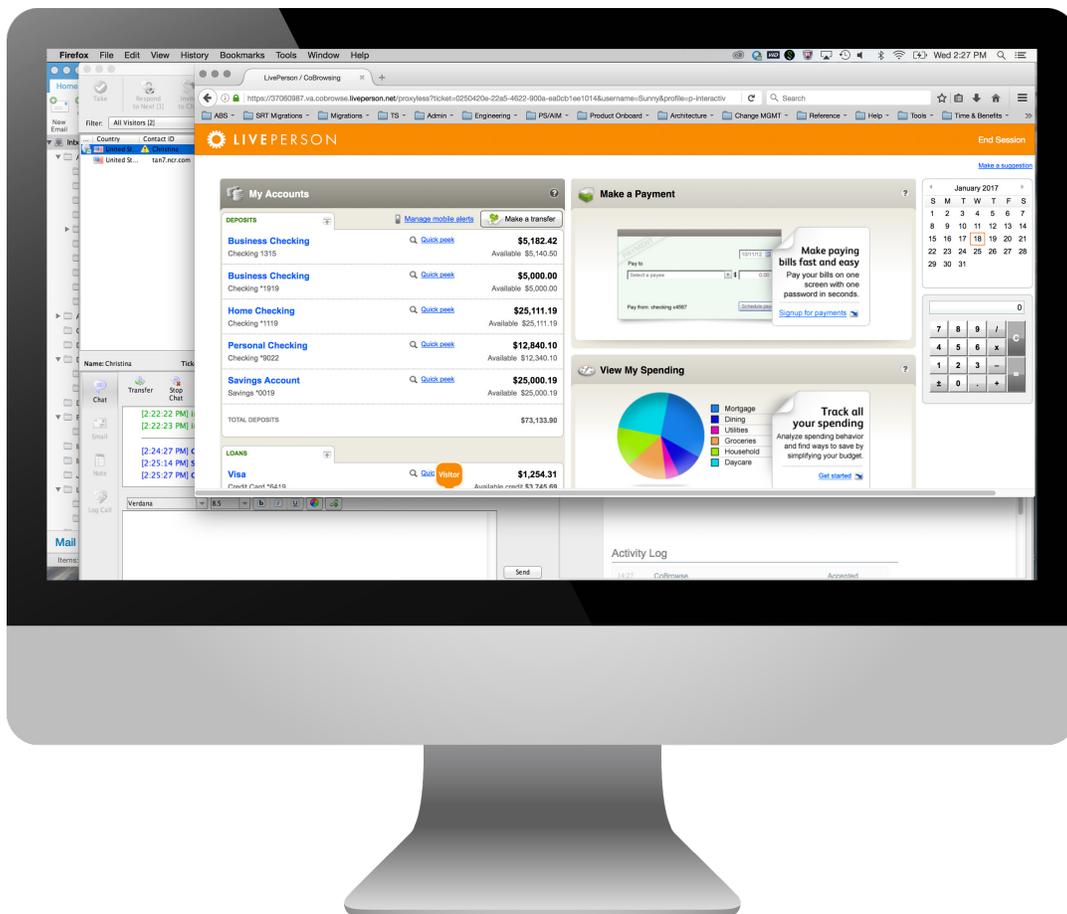
- **Easy-to-use:** Your end users no longer need the latest Java downloads to initiate a screen share. There is no need to download any plug-ins and the solution works on any major browser.
- **Secure:** End users won't need to share their entire desktop. Agents can only see the browser tab in which the CoBrowse session was initiated.
- **Convenient:** End users can allow agents to both view and control the end user's browser window so the agent can directly assist with difficult tasks.

With CoBrowse you can:

- Shorten call times to boost efficiency for your contact center
- Increase customer satisfaction with quick resolution to complex tasks
- Make screen-sharing easy and secure for both end users and agents

## Features

- Available as an add-on to LivePerson Premier Secure Chat customers, CoBrowse screen share sessions allow agents at the financial institution to demonstrate complex online tasks and processes to end users.
- CoBrowse gives an agent the ability to both view and control the content within the end user's browser screen.
- CoBrowse is supported in the following areas:
  - Online Banking Homepage
  - Account History Page
  - Bill Pay
  - My Settings Page
  - External webpages that are live with Proactive Chat



Banks and credit unions turn to Digital Insight for innovative online and mobile banking that drives growth. For nearly 20 years, our leading solutions have helped financial institutions engage more meaningfully and more profitably.

