

Securely browse with visitors for a seamless web experience

Co-browse Highlights

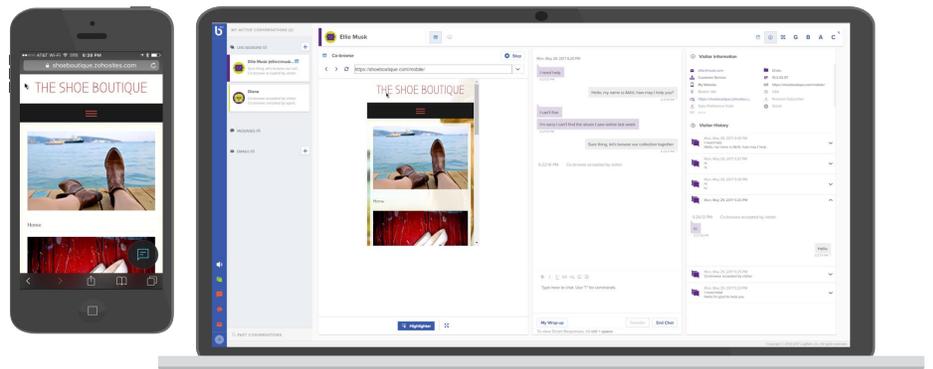
- Co-browse can be used on both secure and non-secure pages with visitors using a recent version of any modern browser.
- Agents can mask fields and sections of the website to secure private information.
- Visitor page content and actions are sent to the servers exclusively over SSL — even if the page is unsecure.

Customer support is predicated on the instances when customers can't solve their problem or get answers to their question(s) on their own. In some of those cases, such as phone calls or live chats, it can be difficult for agents to identify and resolve the issue without additional visual assistance.

With co-browse, agents can see what the visitor sees, provide guided assistance by highlighting items or filling out forms on a visitor's behalf. Sensitive fields like social security numbers and passwords can be blocked from the agent's view so private information remains just that, private. Bold360's co-browse allows agents to follow visitors behind secure fields i.e. signing into their account – providing an extra level of support to customers.

Co-browse is used most effectively to assist visitors when filling out forms, navigating and searching webpages, and settling billing disputes, but, can also help shoppers find your product and services.

Bold360's co-browse solution is designed to provide a simple, more direct way to deliver effective customer support – leading to faster resolutions and improved customer satisfaction.



Seamlessly escalate to co-browse with visitor permission

Agents can initiate a co-browse session by prompting the visitor to grant permission for the session to begin on secure and non-secure pages, with no software installation needed.

Designed for the modern customer

Co-browse can be used with a recent version of any modern browser (Chrome, Firefox, IE 11+, etc.). For mobile visitors, the agent sees the page as it appears on the mobile device, ensuring consistency.

Secure visitor's private information

Agents ensure that sensitive information, such as a credit card or social security number, is not revealed by masking fields or sections of the website.

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