

# Co-Browse

Now you can see your customers viewpoint



## 4 Key Benefits

- Boost sales by helping your web visitors find what they need
- Turn customer frustration into satisfaction
- Promote a brand experience they will recommend to others
- Create a differentiator with your competitors

**Help customers navigate your website, promote your brand's positive experience all through Waynua's customer screen sharing tool. This can really help fulfill tasks and boost sales at the same!**

**Web visitors can often get stuck and become confused – preventing a sale or giving a bad customer experience. But offering to hold their hands on-screen during a call can make all the difference, turning disappointment and missed opportunities into sales and a positive customer experience.**

Co-Browsing enables our agents to take control by guiding your customers through their journey on your website. We can share screens, fill forms together and remove any doubts or uncertainties.

**Your customers can feel more confident with Co-Browsing because:**

- The feature only shows our agents what's on your customers web page – and not other open tabs or applications.
- Field masking allows us to specify which form fields on a web page contain sensitive information to block out, so our agents never see what is being typed by your customer.

## How it works

Your Web visitors do not need to download or install any software. Waynua Co-Browsing is 100% web-based and works on desktops, tablets, and mobile phones.

During a call, agents can start a session with your customer and see the customer's view of your website – and which actions they are trying to complete. Our agent can navigate through pages with your customer. Customers and Agents see each other's mouse pointer.

## Key Features

### Browse and Click Together

We guide your customer to the right content on your website.

### Work behind Logins

Our Agents can help your visitors on their account side of your site.

### Co Filing

Our agents see what your customer is typing into online forms (apart from the sensitive, masked areas you have specified). Agents can help them fill out complicated forms together.

### Field Masking

You can specify which form fields on your web page contain sensitive information, so they remain masked and not shared through co-browsing.

### Co Scrolling

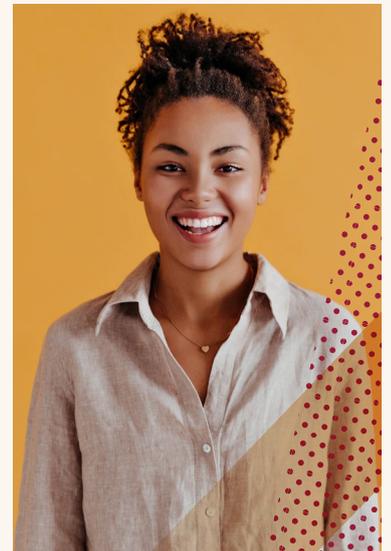
Agents can help web visitors to scroll down long pages to find what they're looking for.

### Agent Security roles

There are two modes to choose from. Our agents can take full control and guide visitors through your website. Alternatively, there is a view-only option if you want to limit what our agents can do.

### Security

SSL Encrypted Connections.



**Co-Browsing is part of our Screen Sharing and Screen Recording service offering.**

### Screen Share

In addition to Co Browse, our Screen Share option allows our agents to share your customers screen and or applications they have from you.

### Screen Recording

Screen Recording allows us to create a recording of the customer interaction with our agents. This can be for compliance reasons, customer onboarding and to give your customer a copy of how we solved their issue.

