

# Screen Share

Helping your customers can be a visual experience too



## 4 Key Benefits

- Share the customers entire desktop or specific application
- Issues resolved quicker
- Customer knows how to resolve the issue next time
- Enhances Customer Experience with your brand

**Talking to a customer on the phone whilst helping them with their query can also be a visual experience. Screen share allows us to share an application or your customers entire desktop during a telephone call.**

**Customers new and existing can become stuck, which can prompt a telephone call to you. Instead of just talking through the problem or issue, our agents can also visually demonstrate to your customer how they resolve the issue by connecting to their screen.**

Screen Share allows our agents to connect to your customer's screen during a call without downloading any software. Our agents can verbally explain to callers how to resolve an issue and complement this experience by showing your customer how we are doing it.

**Your customers experience with your brand enhances, and your customers become more involved and informed, both verbally and visually because:**

- Two options available to choose from – share a specific application or the entire customer's screen
- Your customer can immediately disconnect the session.

## How it works

During a call, our agent will ask your customer if they would like to Share their Screen or application with them to help them and speed up the time to resolve the issue. Our agent will supply a security code password to your customer, opening up a secure connection.

### Key Features

#### Both Audio and Visual

We can resolve the issue with your customer with voice and video.

#### Quicker Resolution Time

Our agents can resolve issues quicker.

#### Reduce Repeat Calls

Customers now know how to fix their issue should it happen again.

#### Multiple ways to connect

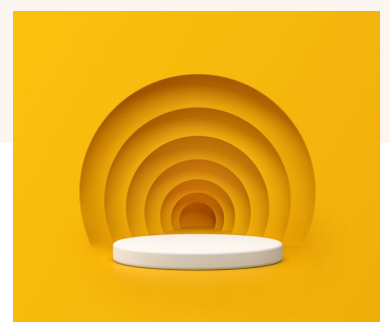
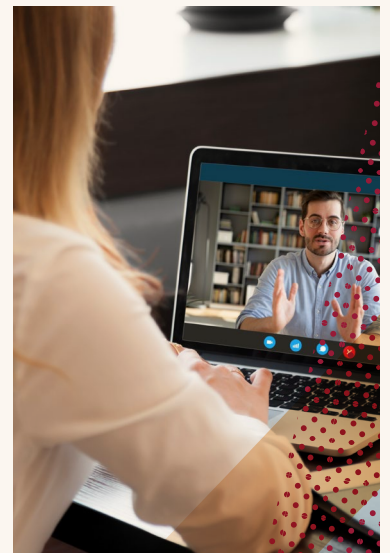
Screen Share connections can be made via voice call or Web Chat.

#### Agent Security roles

There are two modes to choose from. Our agents can take full control of your customers PC or alternatively just your application.

#### Security

SSL Encrypted Connections



**Screen Share is part of our Screen Recording and Co-Browse service offering.**

#### Screen Recording

In addition to Co Browse and Screen Share, our Screen Recording option allows a full recording of the customer interaction. This option is beneficial for compliance and also to send your customer a copy of the video to refer to should they have a repeat of their problem.

#### Co-Browse

We can see your Customers Viewpoint – Helping them navigate your website and promoting your brand's positive experience.

