

# Co-browse

Securely browse with customers for faster issue resolution.

Customers reach out for help when they can't solve their problem or find answers to their question(s) on their own. But helping a customer can sometimes be difficult if the agent can't see what the customer is looking at.

With co-browse, agents can see what the visitor sees, and 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) so they can provide support to customers where they need it most.

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.

## Co-browse highlights:

- Seamlessly transition from a chatbot or live agent chat to a co-browse session.
- Protect visitors' private information by masking fields or sections of a website from an agent's view.
- Advanced options include pin-based co-browse, view only mode, customer screen highlighting, and full control with form filling.

## Co-browse with ease:

### Initiate co-browse with visitor permission

Agents can initiate a co-browse session by prompting the visitor to grant permission for the session to begin with no software installation needed. The co-browse session is accepted by the customer in the same chat window for a seamless experience.

### 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.

