Verint Advanced Co-Browse

While customers now have access to a wealth of digital resources, they may sometimes require guidance or advice during their online interactions. Without the option for immediate assistance, they may abandon their transactions, which can result in lost revenue and consumer goodwill.

Verint® Advanced Co-Browse™ can help your organization strengthen customer relationships by guiding customers to successful completions of their digital journeys. With Verint Advanced Co-Browse, your employees and customers can browse the same web pages simultaneously, allowing staff to assist customers in completing transactions. This can help you reduce abandonment and drive revenue within your digital channels.

Co-browse sessions can be launched during live chat sessions or phone calls. When a session is initiated, the employee can see the customer's current web browser display, including partially completed forms, and offer guidance on the processes necessary to resolve the issue or complete the transaction. Whether using live chat or the telephone, employees can interact with customers while guiding them through the appropriate steps on the website.

Verint Advanced Co-Browse can help reduce web page abandonment and drive revenue by enabling employees to simultaneously browse the same web pages as customers and assist them with completing their transactions.

Key Benefits

- Allows employees to assist customers with the completion of complex online transactions.

- Helps increase revenue, reduce web page abandonments, and improve customer satisfaction.

- Enables users to launch co-browse sessions in conjunction with web chats or phone calls.

- Saves time and requires no downloads for either the customer or the employee.

- Helps transform the digital customer service experience and drive self-service usage.

Maintain Security and Compliance

Co-browsing scenarios can present concerns about the privacy and security of customer data. With Verint Advanced Co-Browse, all security certifications already achieved by the client application remain in place. No additional ports or channels are necessary, and all communication runs over Secure Sockets Layer (SSL).

One important aspect of co-browsing security is the ability to control what aspects of the page employees are able to view. With Verint Advanced Co-Browse, you can easily designate whether each field or button is visible or clickable. This can enable you to display non-sensitive text on the customer screen to employees automatically while masking sensitive data, such as credit card information.

To help maximize compliance, the solution can be configured to restrict employees to viewing, pointing, and highlighting capabilities. Employees are restricted from submitting forms on websites, helping ensure customer control of the purchase process.

Benefit from Compatibility

Verint Advanced Co-Browse does not require any downloads for the customer or employee, and is compatible with all major browsers and devices. It can display modern web pages, including JavaScript, DHTML, SVG charting, cross-origin content and more, through the co-browse capability. The solution is built for scalability and simple integration to support large organizations and the underlying web properties.

Verint Advanced Co-Browse — Part of the Verint Customer Engagement Optimization Portfolio

Verint Advanced Co-Browse is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

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