



## Co-Browse

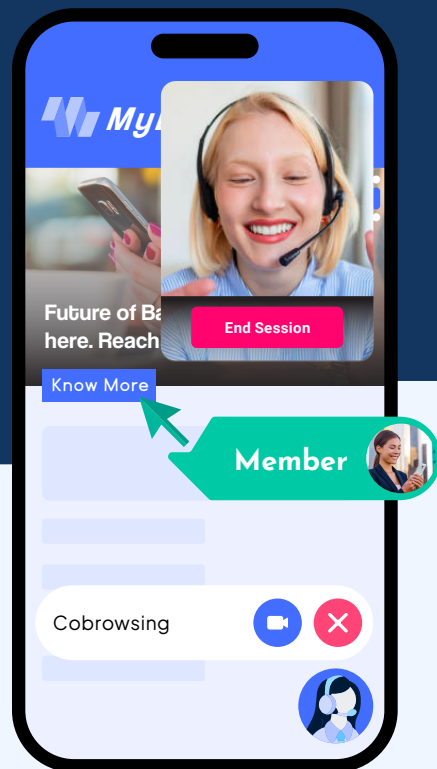
**Drive conversion, reduce handle time and train your members & customers**

With one click from Eltropy, your CRM or Voice Agent Desktop, can join your members & customers on any website or app and personally guide them on their digital journey.

Ever wished you can see what your members & customers are seeing when they visit your website and mobile app? With more and more of your members adopting digital banking and your potential members starting their buying journeys digitally, the ability to personally guide them on your website and mobile app is much needed to increase conversion and slash handle times. Time spent personally guiding the members can result in lower support costs in the future and higher CSAT.

Our Co-Browse solution instantly connects your sales, service, and training experts with members & customers on your website and mobile app – to deliver human-to-human guidance when they need it most.

Unlike Application Sharing, Co-Browsing is safe and secure as your users are limited to seeing the browser tab shared by the members & customers.



With **no downloads needed**, adding Co-Browsing to any engagement is a seamless experience for visitors.

**Be compliant** with industry regulations by masking sensitive fields and hiding the PII and other data entered by visitors from your agents. An audit log records compliance related data.

The information in the Co-Browsing session is **never stored** by Eltropy. PII data and cookies never leave the user's device.

Co-Browsing is limited to the tab your website is loaded in. Co-Browsing needs permission from visitors and visitors can stop Co-Browsing at any time.

Co-Browse any webpages **without any code** change needed. Blacklist any websites and webpages that you don't want your agents to CoBrowse.

When using Co-Browse with a phone caller, **easily add video, chat and text to voice** as needed.

# Benefits

## Increase Digital Conversion

Mortgages, Personal Loans, Auto Loans, New Account Opening, and much more are digital journeys now. With Co-Browsing, convert more of these journeys into new business for you.

## Reduce Complex Issue Handle Times

By allowing agents to see what visitors are seeing in real time, your agents can solve complex issues much faster and with lower effort from your members & customers.

## Drive Digital Adoption

To make your digital investments pay-off and reduce the future load on your contact center, use Co-Browsing to train your members & customers to use your website and mobile app.

## Increase CSAT

Members & Customers understand that sometime they have to get personal help to resolve issues. Delight them by reducing the effort they need to explain the issues with Co-Browsing and increase the CSAT.

## The Impact

**20%**

Reduction in  
Handle Time

**80%**

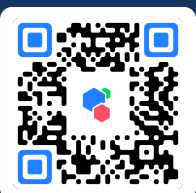
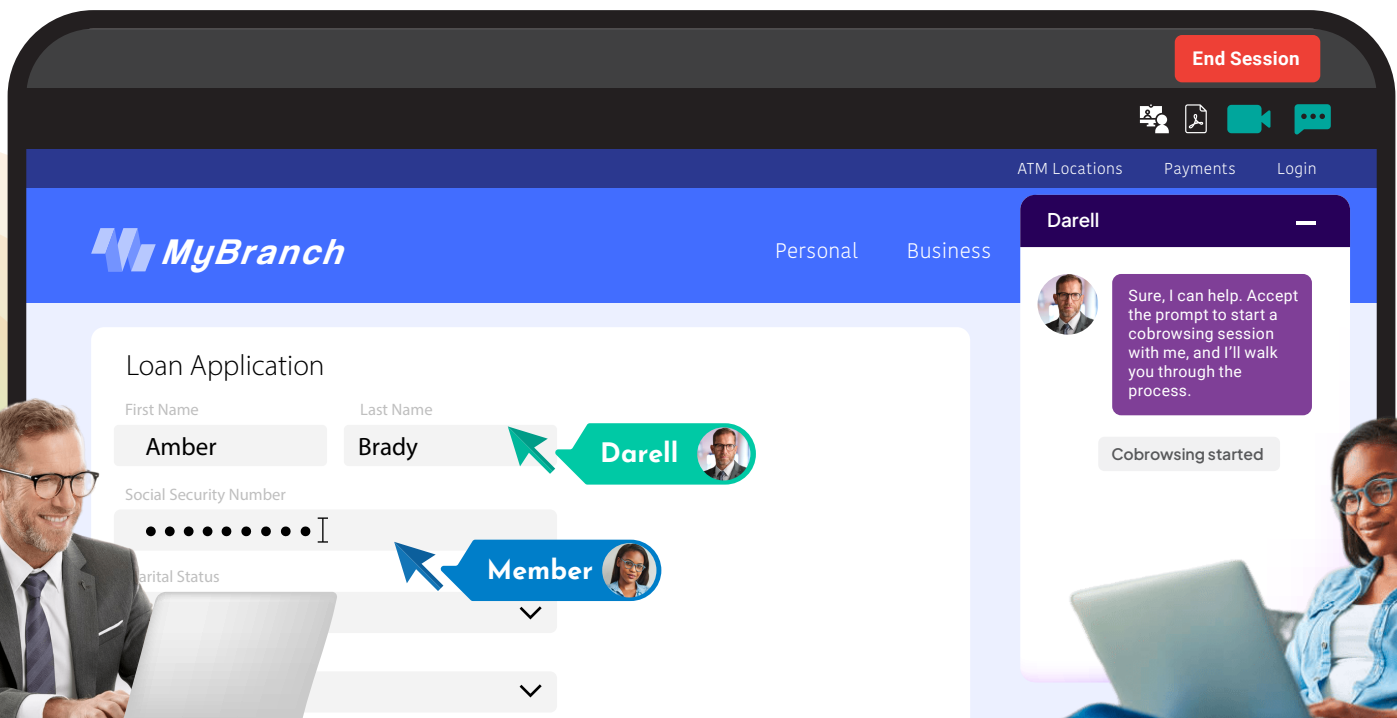
Reduction in  
Customer Effort

**5%**

Increase in  
Digital Conversion

**2%**

Increase in  
CSAT



Let's Talk