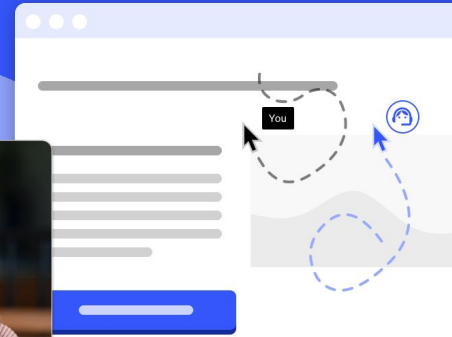
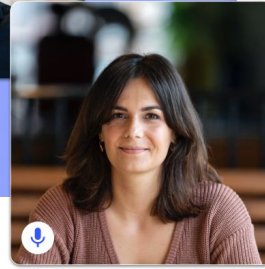


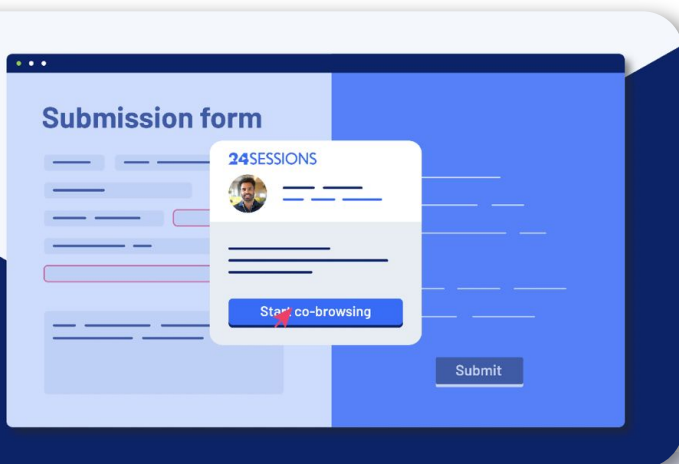
Co-browsing

Make customer interactions more engaging than ever. Save time and confusion by instantly guiding customers online with interactive co-browsing.



How does co-browsing work?

Start co-browsing in 1 click of button - whether it's from a planned voice call, video call, or a stand-alone widget.



1

Install on your webpage

Install the co-browse code on any web page you'd like to start a session on.

2

Share the code

Securely share the co-browse access key with your customer.

3

Co-browse with your customer

Start a two-way collaboration with your customer where you can click, scroll, type and draw together on a shared web page.

Why co-browsing?

1

Help customers fill in forms & documents

Avoid drop-offs and enhance your customer journey by visually guiding customers through complex form applications or long-form website pages in real time.

2

Improve your online support and advice

Make digital advice more interactive, increase efficiency and solve customer queries at light-speed. With co-browsing you can show customers the info they need by visually taking them through it.

3

More interactive digital sales

Turn your website from a static sales tool into an interactive one that boosts conversions through visual engagement.



Interactive



Customizable



No Downloads

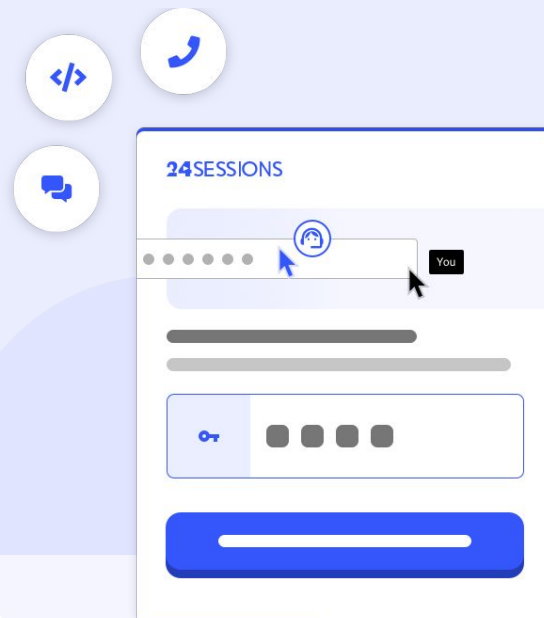
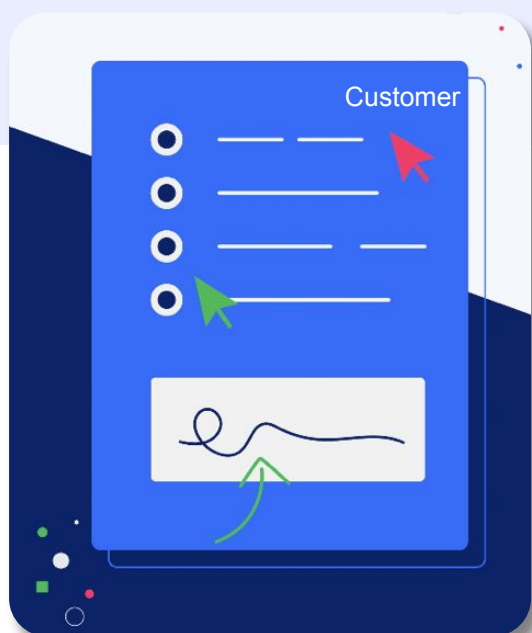


Secure

"With co-browsing I can collaborate directly with the customer and see exactly what they see. We both skip the frustration of endless back and forth questions and solve customer queries 20% faster." - Contact Center Agent at large European bank

Offer customers extra guidance exactly when they need it.

Solve complex queries and issues together with your customer by seeing exactly what they see. Guide them on a shared web page - by clicking, pointing, drawing or typing together.



Safeguard your customers' privacy

Don't worry about your agents seeing **sensitive or personal customer data** - co-browsing allows you to mask or hide specific fields.



Customer view

Creditcard number

4567 1234 8765 4321



Agent view

Creditcard number



Like to get started? Co-browsing is available in 24sessions. To start using it or get more info about technical requirements, [contact](#) your Sales consultant or Customer Success Manager.

24SESSIONS

A MessageBird company

Digital Customer Engagement with a human face

Bring the human back into your digital service. 24sessions is the video-first platform for customer engagement. We offer [premium technology](#) for every step of the digital customer journey - with integrated booking, secure video calls, co-browsing, smart recordings and AI meeting insights.