global co-browsing

Collaborative visit of websites

With any customer – on any device

Support your customers during their visit on your website.

Or guide your customers through your website during a phone call. And this is the reason why:

„A picture tells more than 1.000 words.“

It takes just a few seconds to start Global Co-Browsing during a phone call and it is available on any device.

- Collaborative visit of websites

- 100 % identic view – independent of the browser used

- 2 cursors

- Collaborative web form fill-in

- Usable on any official website

- Also usable on intranet sites

- Simple bookmark management for the advisor

global co-browsing
powered by purpleview

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Starting Co-Browsing

- Advisor generates a PIN
- Advisor tells the PIN to customer during the phone call
- Customer enters the PIN into a field on the website
- Both of them visit the website collaboratively
- Co-Browsing starts automatically on the website it was initialized

Security

- Server location Germany
- Inhouse installation possible
- No data storage
- Customer interaction can be disabled (customer just watches)

Technology

- Usable on your own website without integration
- Also usable on any other website
- Identic view for customer and advisor independent of the used browser
- Display of flash content – even without flash on customer site
- Simple implementation of the PIN input field (HTML-Snippet)
- Usable on Windows PC, Mac, Linux PC, iPad, Android tablet, iPhone, Android smartphone and Windows Phone

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