# Oracle Standalone Co-browse

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Oracle Standalone Co-browse Dynamic Agent Desktop Cloud Service creates an optimal customer and agent experience by enabling screen sharing during a customer interaction, while remaining simple to launch, allowing all necessary visibility, and maintaining customer privacy and security. Oracle Standalone Co-browse helps companies meet strategic customer service and sales goals.

## KEY FEATURES

- Instant launch mode with no downloads, Java, or plugin requirements supports co-browsing of html content
- Secondary mode to enable co-browsing of any web or desktop content (will require use of standard browser plug-ins like .NET or Java)
- Universal compatibility, including mobile browsers
- Robust security and privacy options
- Ability to display any digital content
- Cloud-based SaaS solution

## KEY BENEFITS

- Increase customer satisfaction
- Improve the overall customer experience
- Reduce call-handling time
- Increase first-call resolution rates
- Drive self-service technology usage
- Reduce site abandonment
- Increase e-commerce sales
- Introduce new opportunities to up-sell and cross-sell
- Improve agent productivity
- Increase contact center efficiency
- Increase agent satisfaction

## The Power of Visual Sharing

Co-browse technology puts your customers and agents on the same page – literally. With the click of a button, a customer can show his screen to an agent during a phone or chat interaction, resulting in a better understanding of the customer's experience and more accurate handling of issues and questions. When issues are too complex to resolve effectively over the phone or via live chat, Oracle Standalone Co-browse can mean the difference between a slow and frustrating interaction and a quick, positive service experience.

## Increase Agent Efficiency

With Oracle Standalone Co-browse, you can shave time off phone and chat interactions by eliminating the need for customers to articulate what they are experiencing or where they are stuck, and for agents to provide instructions that the customer can understand and follow. By sharing the same visual experience, both parties can be confident that they are being understood and they leave the interaction satisfied that the issue has been resolved.

## Strategic Engagement Drives Sales

Creating a "co-shopping" interaction enables you to mimic an in-store experience of shopping with a well-trained salesperson. Inviting web and mobile visitors to Co-browse with an agent while shopping creates a highly engaged interaction with natural opportunities to up-sell, cross-sell and guide customers all the way through the purchase process.

## Ideal Customer Experience

Oracle Standalone Co-browse is built to optimize the customer experience by being fast, easy to use, secure, privacy-conscious and compatible with all customer environments. Give customers the personalized, efficient assistance that they need on any device.

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## Built for Security and Customer Privacy

Extremely granular security settings in Oracle Standalone Co-browse allow agents to view all necessary online materials in order to help customers resolve their issue or find what they need. This includes any combination of web pages, domains, desktop applications, or settings as well as all types of on-page technologies, such as Flash, Silverlight, pop-ups, and dynamic content.

Within the Co-browse session—which is configured to allow the appropriate levels of content visibility—further security settings can be applied to block specific content from the agent view, such as account data or social security numbers. Additional security features of Oracle Standalone Co-browse include:

- The software-as-a-service (SaaS) architecture is distributed in multiple locations in data centers that are SSAE-16 audited.
- Co-browse session keys are randomly generated for each visual sharing session and expire when the session ends.
- Co-browse data is transmitted via Transport Layer Security (TLS) or Secure Sockets Layer (SSL) encrypted channel (HTTPS or WSS).
- Only HTTPS port 443 is used, so the Co-browse product does not touch any firewalls.
- No customer data is stored on Oracle Standalone Co-browse servers.
- The product does not trigger warnings or alerts in anti-malware appliances or firewalls.

## Access Control

Oracle Standalone Co-browse provides access control features that further reduce risk and ensure customer privacy.

- Complete control of customer launch point placement, including use of a proprietary business rules engine, allows you to control launch point visibility according to customer behavior or profile.
- Agent access restrictions ensure that only authorized employees may join a Co-browse session.
- In-session agent controls can be configured for view only, view + point, or full mouse and keyboard control.

## Oracle Standalone Co-browse Features

Along with the strong privacy and security options noted above, Oracle Standalone Co-browse includes a number of additional features designed to create an optimal customer and agent experience.

- **Customizable UI**. Maintain complete control over the style and placement of customer engagement windows. Include links to additional content, such as Terms & Conditions or Privacy Policies.

- **Web-Based Agent Console**. Easy to access by URL or desktop widget, the Oracle Standalone Co-browse Agent Console can be embedded into existing agent desktops or workflows.

- **Customer and Agent Surveys**. At the close of a highly engaged interaction, present surveys to customers and/or agents to capture feedback about their experience.

- **Multiple-Device Support**. Co-browse with Web or mobile customers who are using any popular operating system or browser. Additionally, you can build Oracle Standalone Co-browse capabilities in to a native iOS application.

- **Web-Based Administrative Console**. A simple web-based interface enables Oracle Standalone Co-browse administrators to easily manage users, configure launch points and report on Co-browse activity.

- **Global Language Packs**. Deploy Oracle Standalone Co-browse in up to 32 languages.

- **Analytics and Reporting**. Ability to tie Co-browse data into existing analytics systems along with reporting of Co-browse sessions within your CRM. During a Co-browse session, one-click access to customer environment analysis to assist with troubleshooting.

**CONTACT US**

For more information about Oracle Standalone Co-browse Dynamic Agent Desktop Cloud Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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