Pega Co-Browse

See what your customers see and resolve issues faster.

A Pega Datasheet

Pega Co-Browse™ is the fastest way to resolve self-service customer issues by giving agents the power to securely view the customer's screen. Customers elect to share their webpage or mobile browser screen with an agent. Customers can then easily and quickly gain the assistance they need without having to download software or rely on third-party plug-ins.

Adding Co-Browse functionality to your desktop or mobile website is as simple as adding a snippet of code to get started. And since it's device and operating system agnostic, this eliminates the need to worry about technical compatibility or security issues. Pega Co-Browse is a key capability within Pega Customer Service™ which allows you to:

- **Use Scribble to draw directly on a customer's screen to guide them quickly to resolution.**

- **Collaborate securely with customers while being respectful of sensitive information.**

- **Reduce average handle time (AHT) by minimizing back-and-forth interactions with the customer.**

- **Monitor and record Co-Browse sessions to increase agent productivity, decrease training time, and improve self-help options.**

Challenge

Often the fastest path to issue resolution is being able to see exactly what the customer is seeing and experiencing. It can sometimes be difficult to diagnose and resolve a customer's issue over the phone or via chat without being able to see their screen and visually guide them through the interaction.

Solution

Provide an easy to use, live collaboration tool that allows customer service agents to be able to see exactly what the customer is seeing. Ensure sensitive customer data is masked and that agents have the right annotation tools to efficiently and securely aid customers in completing their task.

## Focused on customer engagement:

- Single click for customers to initiate screen share from agents. There are no downloads, installations, or plug-ins required.

- Co-Browse Scribble lets agents pick up a 'pencil' and draw in free-form, use standard ellipses or rectangles, or even add temporary text on customers' screens to show exactly what actions need to be taken to complete a task.

- Informs customers of best practices and proper use to prevent callbacks.

- Engages customers in their language; supports English, Italian, French, German, Spanish, and Portuguese.

Private and secure:

- Only the relevant webpage, sub-domains and any embedded a third party sites are securely viewable by the agent – other open browser tabs or applications are not viewable.

- Use point and click to mask fields and hide private customer data, such as account information or address details, so that the data remains only viewable by the customer.

- All data transported over the public internet is encrypted via industry-grade 256-bit SSL/TLS Encryption.

- Co-Browse session recordings can be reviewed for audit and verification purposes.

- Co-browse recordings capture every event during a co-browse session (use of scribble tools, highlights, and any change in control) and honor all masking configurations (the recording is always from the view of the CSR rather than the end-user).

- Admins can delete recordings as needed or mandated by data security policies.

- Satisfactory evaluation as part of Pega Cloud's HIPAA Compliance Assessment review and is considered HIPAA compliant-ready*.

- Pega Collaboration Cloud hosted.

Available across channels:

- Compatible with Macs, PCs, iPhones, iPads, iOS, and Android devices.

- Works with all major browsers and operating systems, including Internet Explorer, Microsoft Edge, Firefox, Safari, and Chrome.

- Allows for integration with Pega Chat™ or other chat platforms.

- A single co-browse session can span both main and sub-domains; ideal for websites that include self-hosted and third-party solutions.
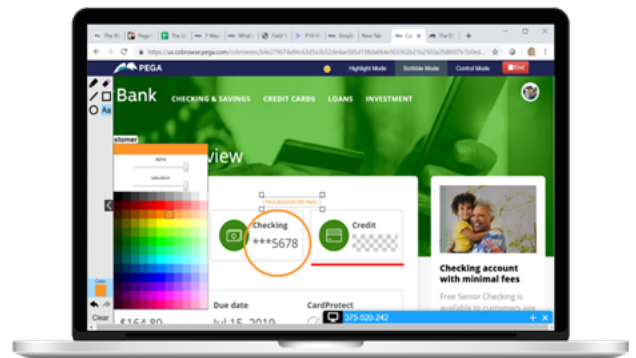
Agent
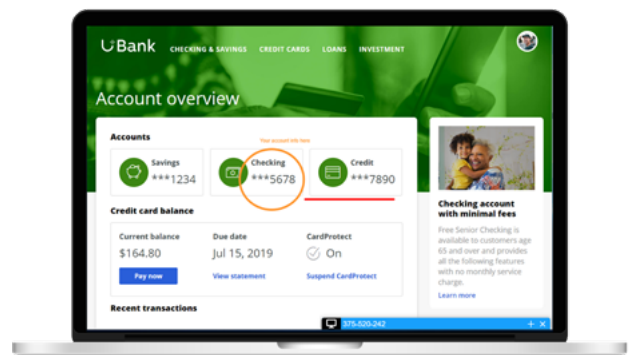
Customer

*Satisfactory evaluation was given as part Pega Cloud's HIPAA Compliance Assessment review on June 5, 2019. Subsequent changes to the platform or product may impact this evaluation. Full HIPAA compliance is a shared responsibility with the client.