



LOOKING FOR NEW WAYS TO REDUCE CART

abandonment, improve conversion, and enhance your customer experience? RightNow Co-Browse may be the answer you're looking for. With RightNow Co-Browse, your agents are empowered to see what your customers see and walk them through questions, product selections, and order transactions in real time. Your brand will get a boost too—as visitors will feel good about the service they receive... especially if they are having trouble finding what they need.

HUMAN INTERACTION IN A POINT-AND-CLICK WORLD

Deliver richer online sales and service experiences by enabling contact center agents to co-browse with prospects and customers. Co-browse helps keep customers engaged on your website and helps visitors find what they need before they get frustrated and leave your site. Today, few people have the patience for complicated, hard to navigate websites. Plus, this type of customer experience results in lost opportunities and increased volumes of service interactions from frustrated customers.

RightNow Co-Browse enables a consumer to share his or her browser, or another application, while engaging in live chat or over the phone with a contact center agent. It is a powerful tool for resolving complex customer problems where phone support or live chat alone is not enough. Co-browse facilitates the transition from self-service to assisted-service seamlessly by establishing a visual connection between agents and customers.

Co-browse also gives agents opportunities to extend their role beyond service into assisted selling. They are able to hand-hold the customer in real time until their goal is achieved. It enhances customer experience and stimulates online customer interaction. Ultimately, RightNow Co-Browse can considerably increase conversion rates and reduce shopping cart and website abandonment rates.

RIGHTNOW CO-BROWSE FEATURES

Ease-of-Use

Fast, lightweight, and easy to set-up and use.

Universal

- Supports all browsers (Internet Explorer, Firefox, Safari, etc.).
- Works on all platforms (Mac, Windows, or Linux).

Safe

- Permissions limit agent's control of consumer's desktop.
- Desktop control permission includes: view only, view and point with mouse control (no click on mouse), view and point with mouse click control, and full desktop control—including data entry.
- Customers have total control and can terminate co-browse sharing at any time.

Assign Call Lists to Reps

Automatically assign and distribute call lists, driving efficiency by ensuring that the right calls get to the right reps.

Secure

- Manages firewalls.
- Works with SSL encryption.
- Supports both Port 80 and 443.

Integrated Desktop

- Tightly integrated within the on demand agent desktop.

Manages Multiple Technologies

- Web 2.0 (Flash, Ajax, Silverlight, Adobe Flex, etc.).
- Complex pages (dynamic content, ASP.net, Lotus Domino forms, etc.).
- Popup windows.

FOR MORE INFORMATION

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