



videodesk

Co-browse Solution

SUMMARY

This document provides detailed information on how to configure and use videodesk's co-browse solution.

Last updated: December 15, 2015

CONFIDENTIAL

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1. Introduction

As part of our objective to constantly improve the videodesk solution, we have decided to change our co-browsing solution, relying on a new partner providing larger and more stable technology.

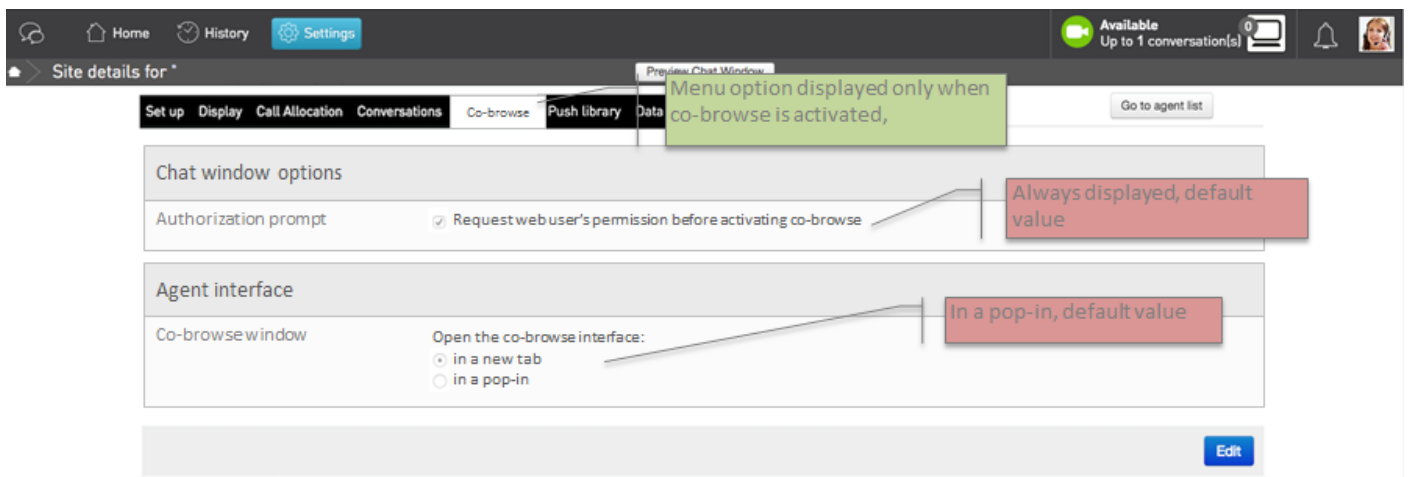
This document will show you what's new and how to use the new options.

2. Activating the co-browse feature

The co-browse functionality is a commercial feature. Please contact videodesk's commercial team if you need this feature.

3. Configuring the co-browse feature

The customer's Administrator must configure the co-browse feature in the BackOffice interface. The available options are:



1) Chat window options

This option will prompt a message to the web user in order to explicitly authorize (or not) the co-browse session with the agent

The web user will be shown a message as detailed on chapter §5

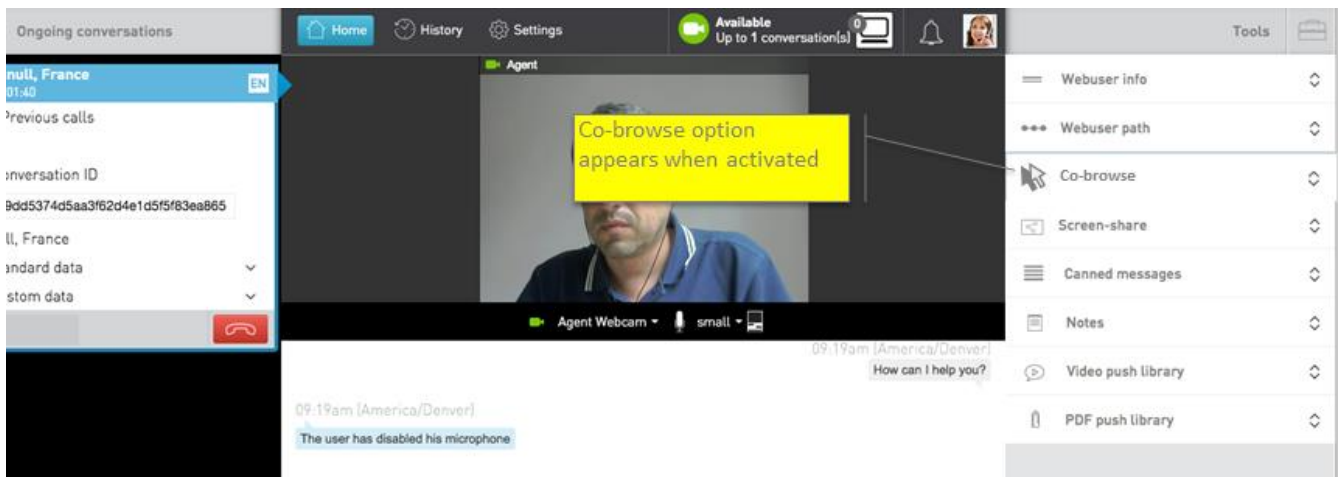
① *The videodesk team recommends selecting the Request option. Some web users might find the co-browsing experience intrusive. The Authorization button creates trust and the web user will be more likely to appreciate the assistance.*

2) Agent interface

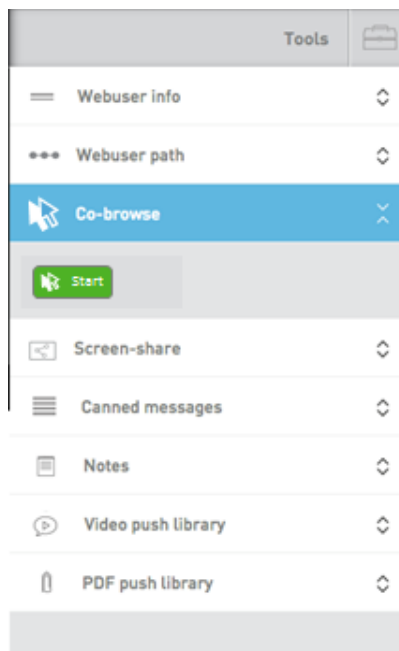
The co-browsing session will start either in a pop-in window, or in a new tab in the BackOffice browser.

4. Agent's UX experience

The main change to the BackOffice interface for the Agent is the location of the co-browse button. It will now be found on the right of the screen during calls, where the toolbox items are gathered.



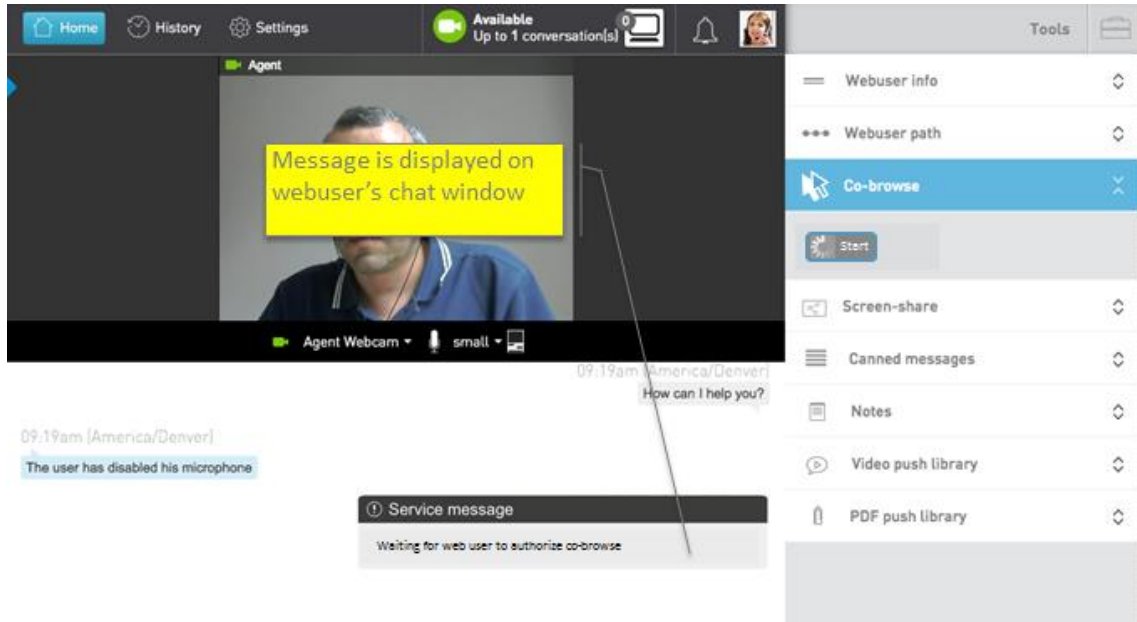
When expanding the co-browse tool, a button will appear.



If strong bandwidth limitation is detected on the web user's side, the button may be grayed and the co-browse option unavailable for the ongoing call.

4.1. Launching a co-browse session

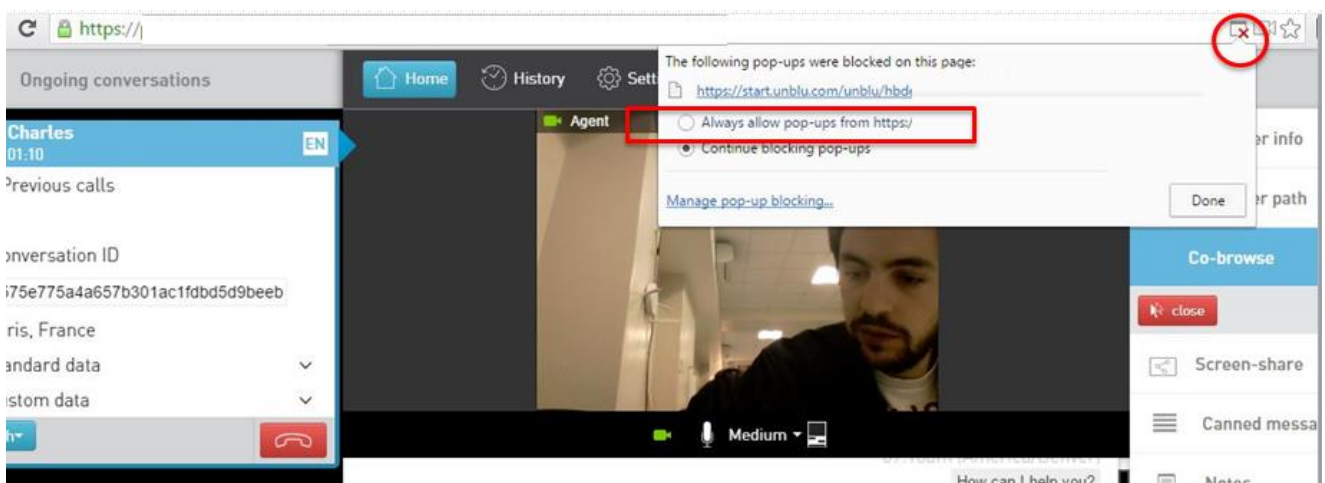
Depending on the BackOffice configuration (cf §3) an authorization may be required by the user to start the co-browse session. If this is the case, a message will be pushed to the web user for explicit acceptance (cf §5), as shown below.



4.2. First authorization by the Agent

When using the co-browse feature for the first time, depending on the Chrome pop-up settings, the Agent will be asked to authorize pop-up windows to be opened by videodesk.

It is very important to accept and remember this authorization during the first use, as shown below (“Always allow pop-ups from ...”):

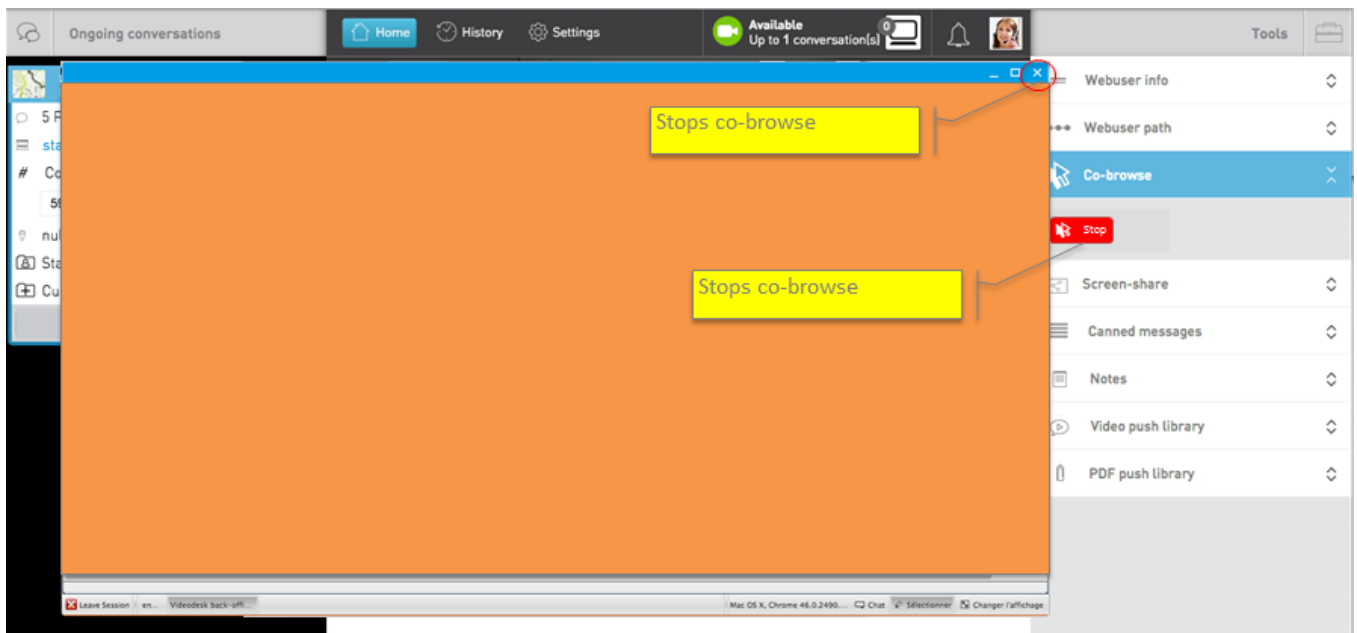


The browser will remember your choice and you will not be asked again.

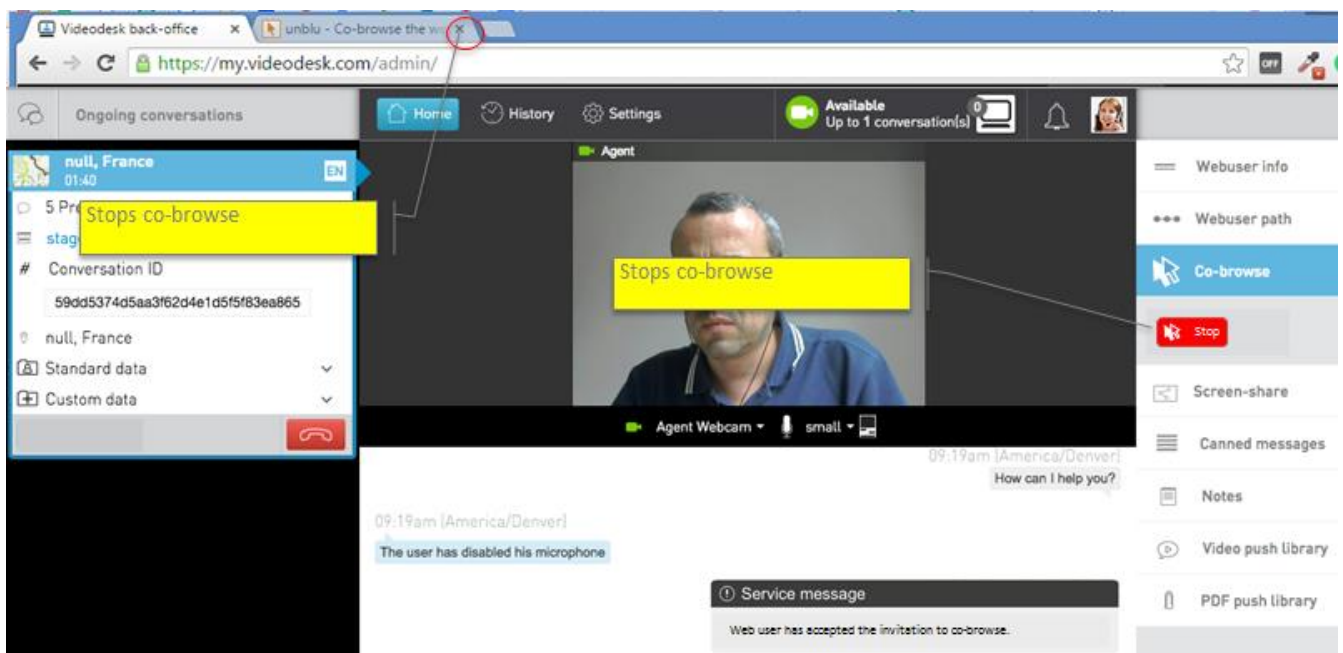
4.3. Managing the co-browse session

The co-browse session will start in a pop-in window or in a different tab on the browser, depending on the BackOffice configuration (cf §3).

4.3.1. Pop-in window

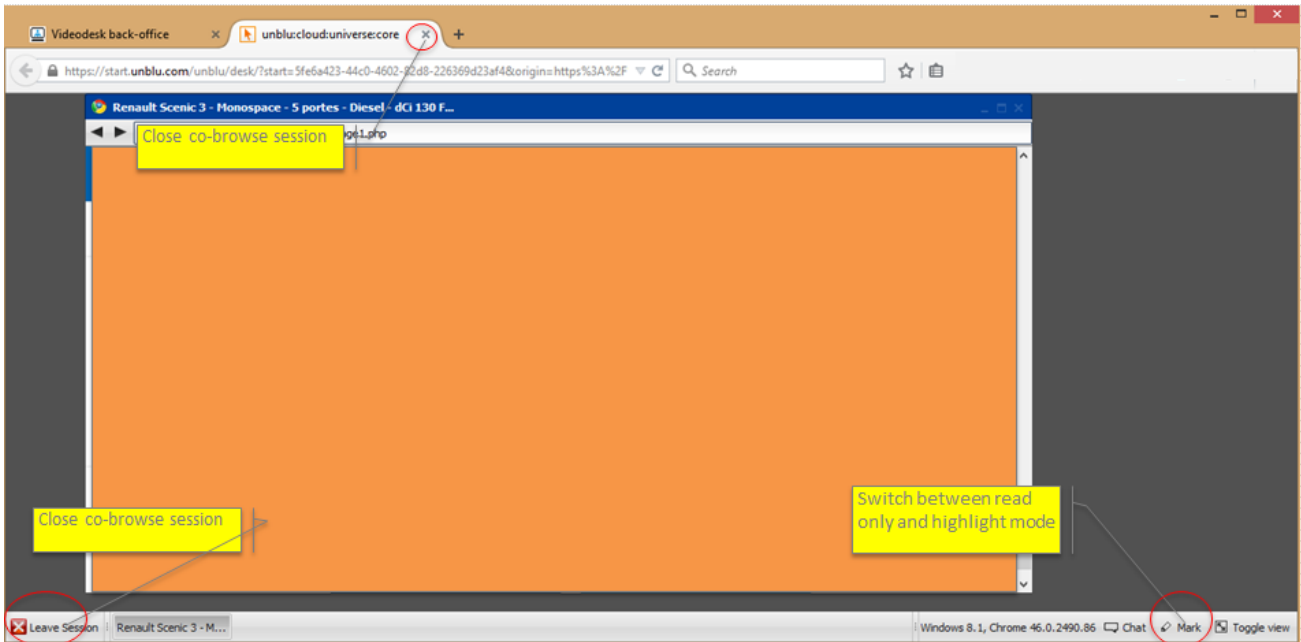


4.3.2. New tab



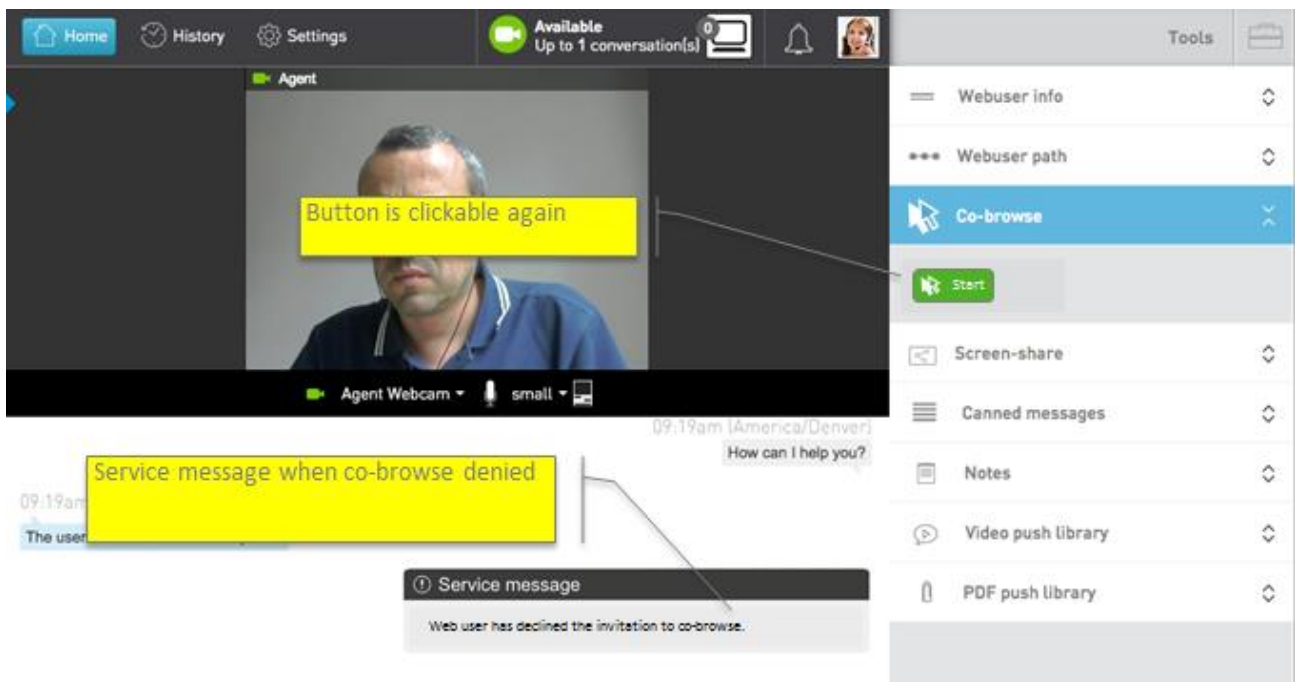
4.3.3. Available tools

Within the pop-in window or tab, a “virtual” browser will appear, with the following possibilities:



4.4. Co-browse session refused by web user

If the user refuses to start the co-browse session, a message will appear to the Agent to inform him/her about the refusal.

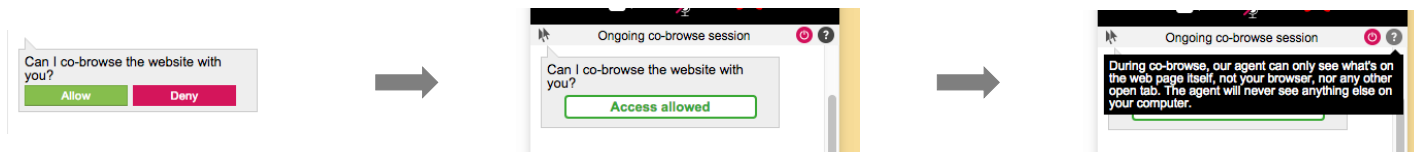


The co-browse button will turn green again and the service can be re-launched later if needed.

5. Webuser's UX experience

The webuser's UX experience remains exactly the same.

Depending on the BackOffice configuration (cf §3) an authorization may be required to start the co-browse session. In such a case, a message will be prompted to the web user for explicit acceptance, as shown below.



To end the co-browse session:



