UPSCOPE

Datasheet

How co-browsing will impact your business

The Problem 🤓

Clients are expecting a faster and more personal experience, urging companies to adopt new technology and methods to meet those standards.

Right now customers are having to describe what they see, send over screen shots, or wait for the agent to replicate the issue on their end.

And it's not much better on the other side, the agent needs to go through the back and forth, use the customers words to work out the issue, wait for screenshots, and then communicate the next steps.

Traditional screen sharing has been, and still is, a cornerstone in delivering this personalised service that's important to building relationships, but there's a huge problem.

If you want to screen share with someone, it involves the hassle of downloading extensions or asking the client to head to another app or site.

What if...

Instead of asking them to go here, send a screenshot, download this extension, they simply click a single button?

That's the reality with **Upscope.**

See your customer's screen in **just one click**.

Less Time Spent, Higher Quality ✅

Our clients have reported that **calls are reduced by an average of 42.7%**.

This takes into consideration the setup and the call itself since having a view of the client's screen makes it much quicker and easier to diagnose the problem.

Make Them Smile 😁

Because it takes a few seconds to view the client's webpage, your team won't have to waste energy just setting up the means to help them meaning they can dedicate more to the actual support side.

Less effort, quicker resolution, and better quality of support equals **higher customer satisfaction**.

Build Muscle Memory For Your Customers 💪

Cut future support down by making sure your customers have the tools and knowledge to navigate your platform.

Visually guiding them has been proven to be the most effective way of learning. So if you share our philosophy of simultaneously supporting and educating as the most effective way to build customer competency, your customers will become product experts in no time.

The New Customer Experience

Number of clicks matters when it comes to customer experience - the fewer the better.

The client just wants the quickest and simplest solution to their problem, so whittling it down to a one-step process results in less frustration for both the agent and client.

Fast 🚀

Co-browsing works by passing the actual page from the client's browser to the agents and recreating it, making it faster than traditional screen sharing.

We also have a unique way of compressing the data so it's smaller whilst being transmitted and takes up less bandwidth.

Reliable 👊

We've poured our efforts into making sure that Upscope is as reliable as can be, we spent a year in Beta to work out the kinks, testing its compatibility across a variety of sites and web apps.

Our uptime of 99.7% also speaks for itself - we're constantly searching for new ways to improve the stability of the app.

No Downloads Means No Fuss

Don't stress about taking your clients through the confusing process of downloading software. They don't ever have to install or download anything.

Audio and Visual

Give your clients an immersive experience by guiding them visually with the co-browsing session and talk to them through our built-in audio calling.

Security

Some customers are apprehensive about sharing their entire screen with an agent as it gives them access to personal folders and other tabs. Since co-browsing is limited to your application, using Upscope is far less invasive than traditional screen sharing.

We've also built features such as information masking, audit logs, access limiting, and cursor control restrictions.

The encrypted data that is transferred in every Upscope session is never stored anywhere, and is only passed through our servers.

We are also HIPAA and GDPR compliant, and iOS 27100 certified

Specifications

Limited to your own site	Limited only to pages where you can install Upscope
Web Browsers	We support most major browsers, including Chrome, Safari, Edge, Firefox, and IE11 and above
Mobile Browsers	Upscope works on mobile browsers just as it does on a web browser
Iframes	Upscope is compatible with iframes that are the same domain or subdomain as your main page
Angular	Compatible with Angular apps
Single Page Applications	Upscope is compatible with SPAs, in fact, it actually works better!
Integrations	Integrations with live chat providers let agents start a co-browsing session with just one click from the live chat panel
Multiple Domains	If your customer goes from one of your sites to another, as long as you can install Upscope onto both sites the co-browsing session will continue across to the second site.
Multiple Agent sessions	Have two agents on the same co-browsing session, perfect for escalations
Information Masking	Omit any sensitive information from a session, the agent won't be able to see the data at all and it never passes through our servers.

Specifications continued...

Multiple tabs	If the customer switches to another tab, if the tab is a page on your site the session will follow automatically
On-premise	Great for if you don't want data to pass through our servers, you can run Upscope via your own, contact the team to set up a call
REST API	Want to build Upscope into your CRM or management system, white-label, or resell Upscope? Our REST API makes this possible.