IntPowers



COBROWSING SOLUTION · CO-BROWSING ON YOUR WEBSITE

CoBrowsing

Your website, four hands at once.

The agent and the customer browse your website together: they scroll, click and fill in forms at the same time, during a call, a video call or a chat. No downloads, no plugins and no desktop sharing.

Scrolling, clicking, typing
shared in real time

Link or PIN
to join the session

Masked fields
private data stays private

Voice, video or chat
on the channel you already use

CO-BROWSING

The same page, in both browsers.

Scrolling, clicking and typing

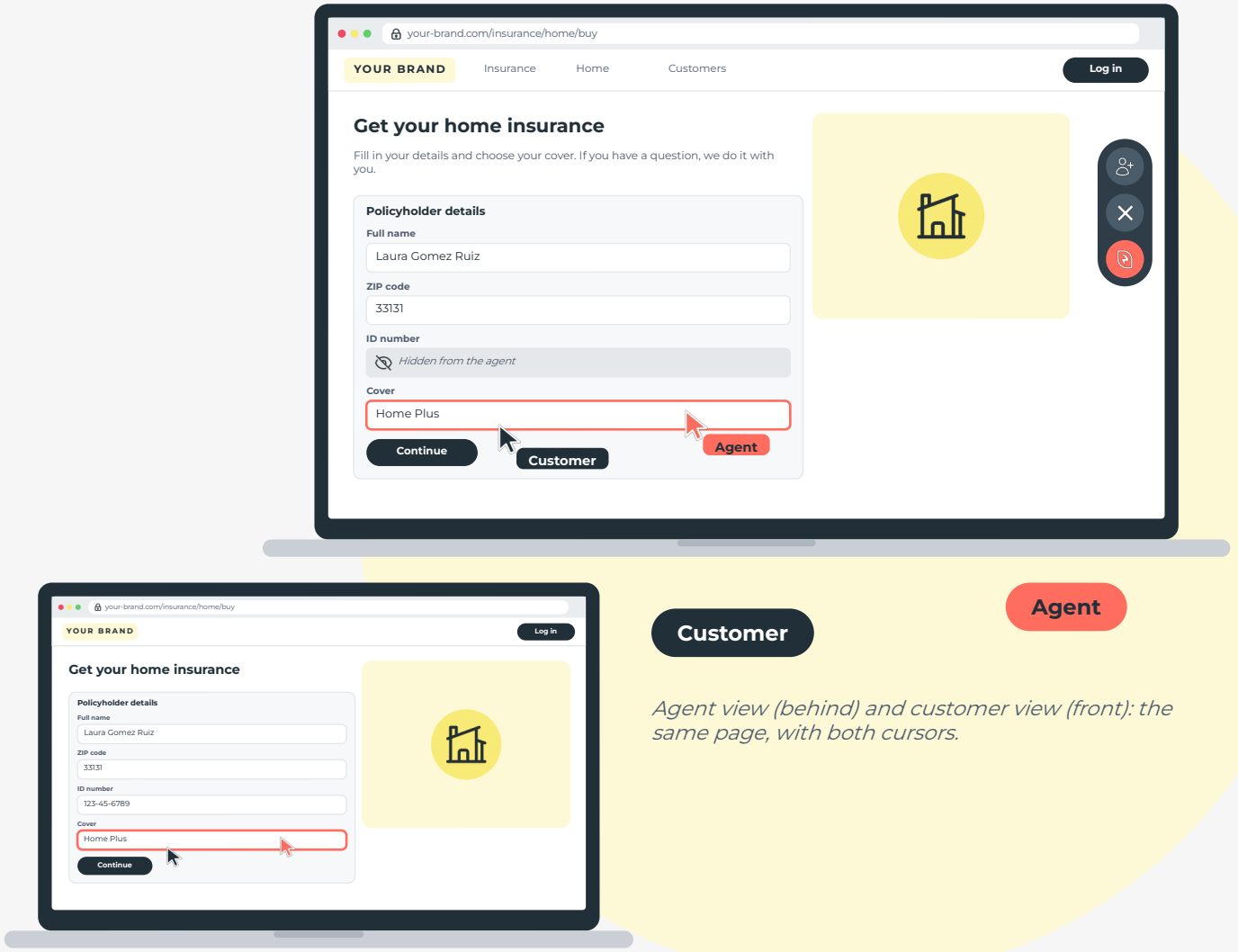
Agent and customer move around your website together, with both cursors in view.

No downloads or plugins

It runs on your own website with a script: the customer just opens a link.

On the call in progress

It joins a phone call, a video call or a chat, without hanging up.



Agent view (behind) and customer view (front): the same page, with both cursors.

Source: interactivepowers.com/en/solutions/cobrowsing

THE GAP

Explaining a website by voice is guiding blind.

The customer is on your website and gets stuck: a menu they cannot find, a form they do not understand. Over the phone, the agent can only describe what they cannot see.

Spoken instructions

"Top right — no, the other menu." Many customers never reach the information by following voice directions.

Screen sharing exposes too much

The whole desktop is visible: other tabs, notifications and data that should never leave their computer.

Half-finished forms

A question in the middle of a purchase or an application leaves the process unfinished, or sends it to another channel.

CoBrowsing puts the agent on the same page.

Both see and use the same website: the agent points, clicks or fills in a field with the customer, and private data stays hidden.

Source: interactivepowers.com/en/solutions/cobrowsing — Provide a better user experience · CoBrowsing vs Screen Sharing (Interactive Powers, 2025)

THE SOLUTION

Co-browsing on your own website

CoBrowsing is the Interactive Powers solution that lets an agent and one or more visitors browse together through the public pages you choose on your website, with the script loaded on your web server. It runs on Video RTC; the customer installs nothing.



Browse together

Scrolling, clicking links, menus and buttons, and typing in the same fields, in real time.



Follow me

The agent follows the customer from page to page, or the customer follows the agent.



Masked fields

CSS classes hide sensitive data by role: the agent does not see what they should not.



Short link or PIN

The customer joins with a link or by typing a PIN, also on your own domain.

0 downloads

no apps or plugins for the customer

2 cursors

the agent’s and the customer’s

< 500 kbps

once the page has loaded

Multi-user

several participants per session

Source: interactivepowers.com/en/solutions/cobrowsing · CoBrowsing vs Screen Sharing (Interactive Powers, 2025)

HOW IT WORKS

From question to shared page, in five steps

CoBrowsing synchronizes the page between browsers, not a video of the screen: that is why it is light and only shows your website.

01

The question

The customer calls, opens a chat or a video call while on your website.

02

The session

On the page with CoBrowsing, the agent creates a new session from their widget.

03

The access

They share the short link by chat, SMS or email, or read out the PIN.

04

Together

Both browse, point and fill in fields on the same page.

05

The close

Either of them stops the session when the task is done.

On a phone call

The voice stays on the phone, with any phone system and no integration.

Alongside a video call

The video call stays in its own widget while they browse.

Alongside a chat

The link is pasted into the ongoing chat and the conversation continues there.

The customer installs nothing and creates no account: they open a link and they are browsing with the agent.

Source: interactivepowers.com/en/solutions/cobrowsing · CoBrowsing brochure 2025 (Agent Button, Share Session, Remote User)



Did you know you can fill in a form with your customer without ever seeing their private data?

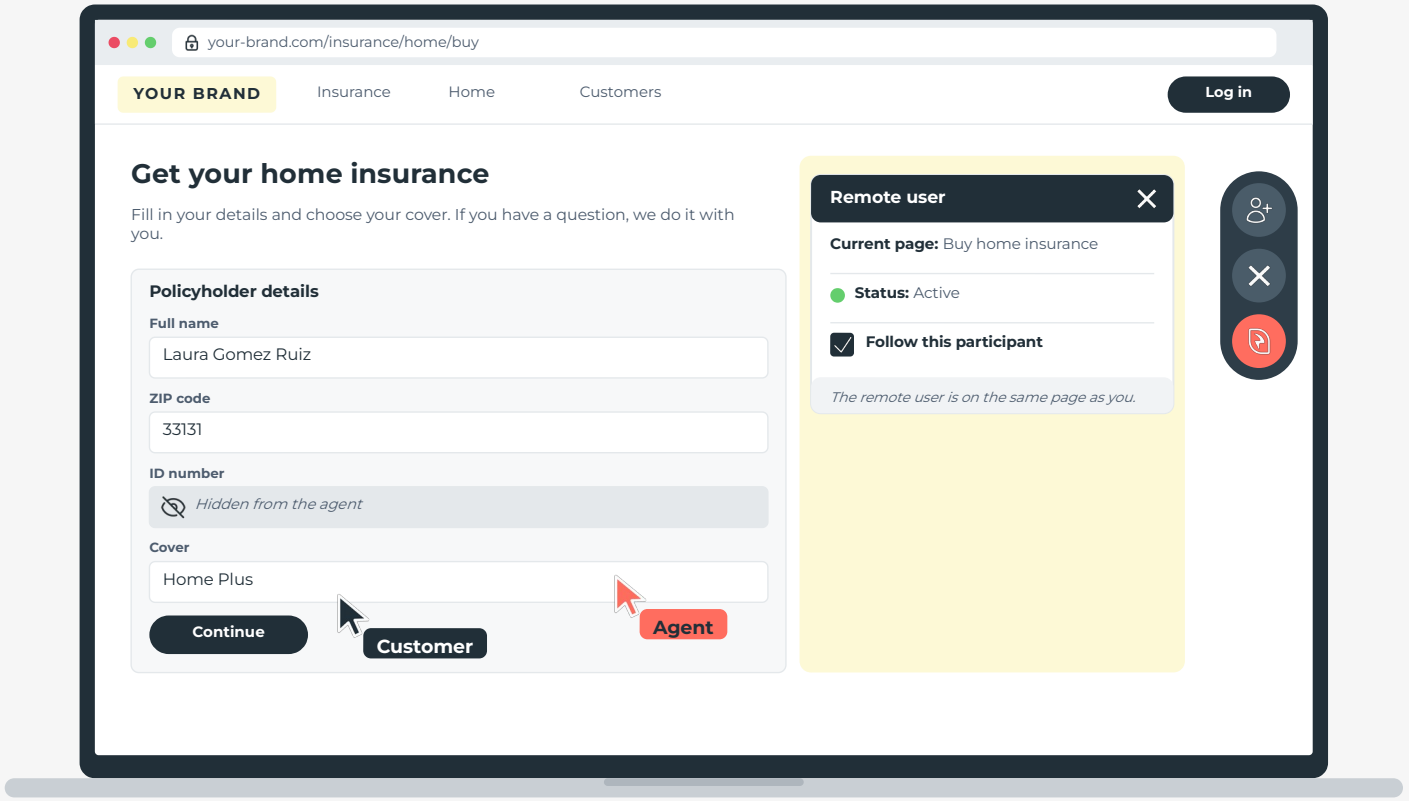


Interactive **Powers**

THE AGENT BUTTON

Full control, in one floating button

The agent works on the same website the customer sees. A floating button opens, follows and closes the session, and a panel shows where the customer is at every moment.



Mock-up with synthetic data: the agent view, with the floating button and the remote user panel.

Floating button (FAB)

Create and share the session, follow the remote user or stop CoBrowsing, always at hand.

Remote user

The page the customer is on and the session status, in real time.

Follow me

With one tick box, the agent's screen goes with the customer when they change page.

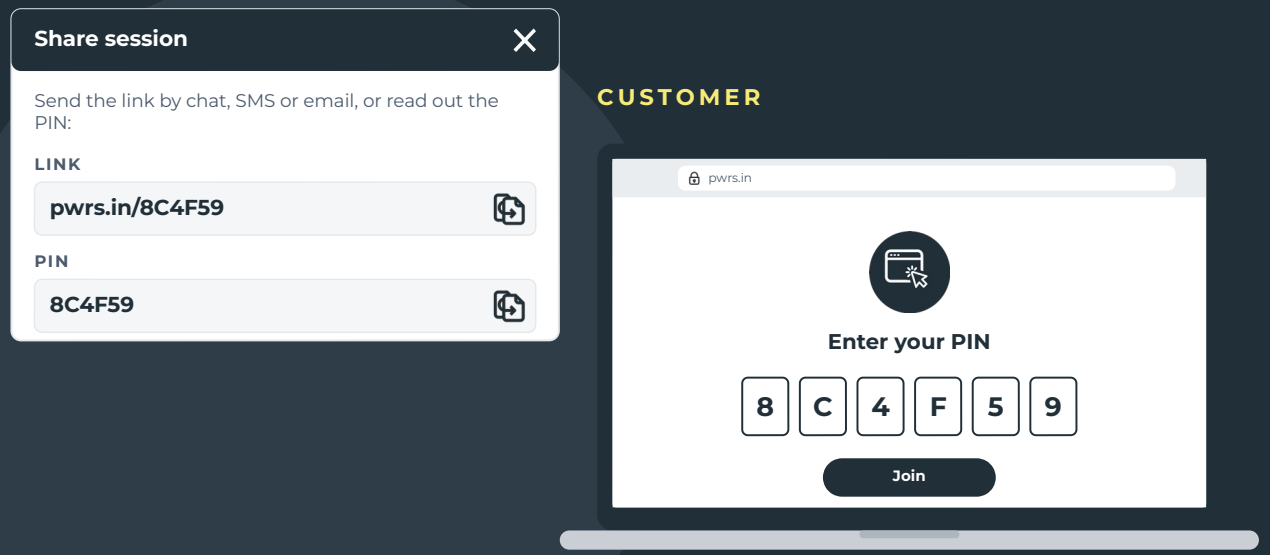
Source: CoBrowsing brochure 2025 — Agent Button and Remote User

SHARING THE SESSION

A short link or a PIN, and the customer is in

Every new session generates its own short link and PIN. Both routes are interchangeable: the customer uses whichever suits them best.

AGENT



Short link

A brief link to paste into the chat, an SMS or an email.

PIN access

Six characters the agent reads out over the phone and the customer types in.

Your own domain

The link and the PIN page can be served on your domain.

No account

The customer neither registers nor downloads anything to join.

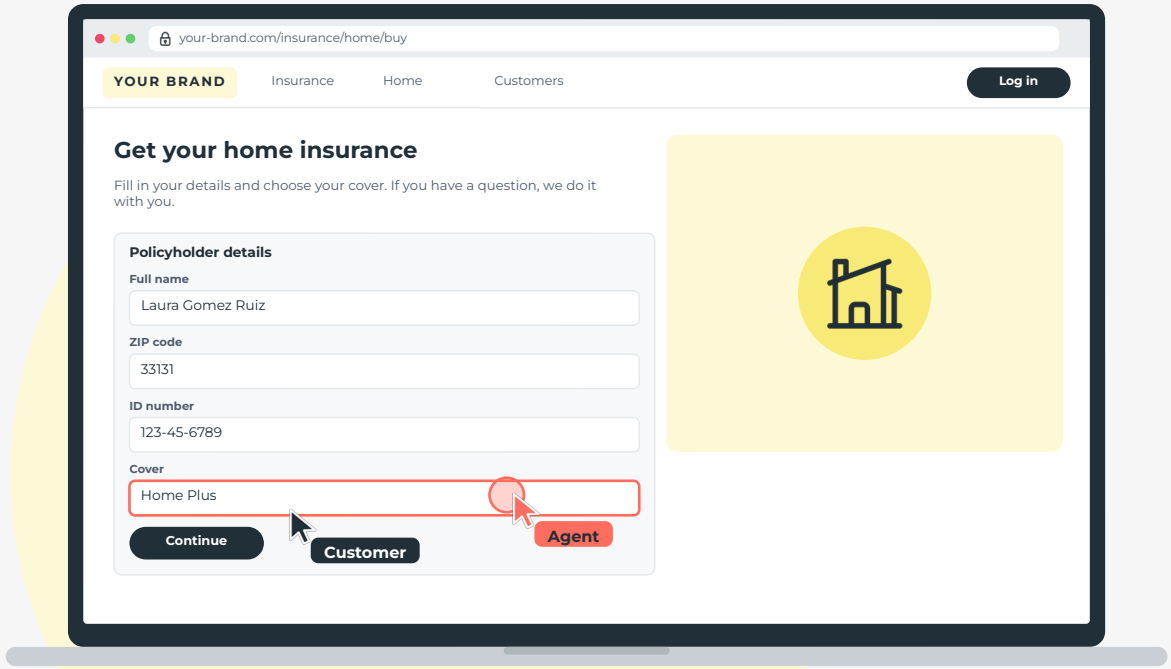
With the PIN, nothing needs to be sent: the call already in progress is enough.

Source: interactivepowers.com/en/solutions/cobrowsing — URL shortener and PIN access · CoBrowsing brochure 2025

FOUR HANDS ON ONE PAGE

Point, click and type on the same page

Whatever one does, the other sees instantly. The agent stops describing the screen and starts guiding the customer on it.



- **Synchronized scrolling** — both see the same part of the page.
- **Shared clicks** — on links, menus and buttons, with each cursor in view.
- **Typing together** — both fill in fields of the same form.
- **Click to point** — the agent's click is highlighted on the customer's screen.
- **Take control** — the agent can drive the page when the customer asks.
- **Follow me** — one follows the other from page to page.

Several participants in the same session: one agent can guide more than one connected user.

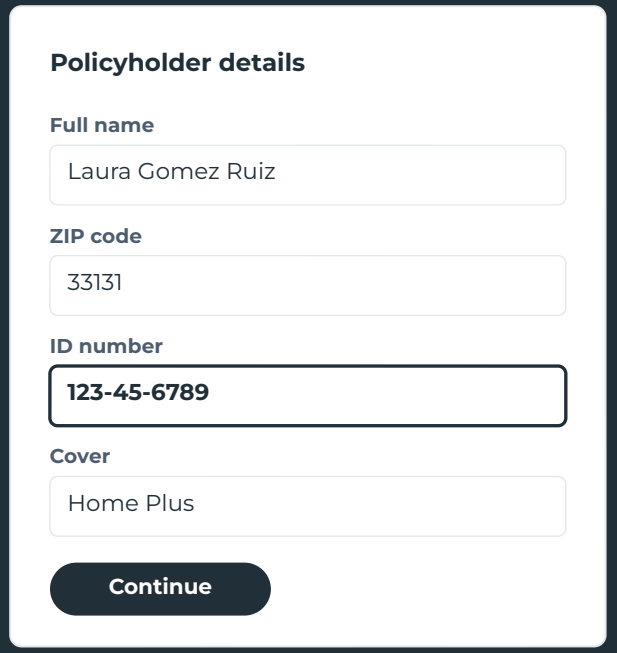
Source: interactivepowers.com/en/solutions/cobrowsing — Browser-to-browser connection · CoBrowsing vs Screen Sharing (Interactive Powers, 2025)

PRIVATE DATA

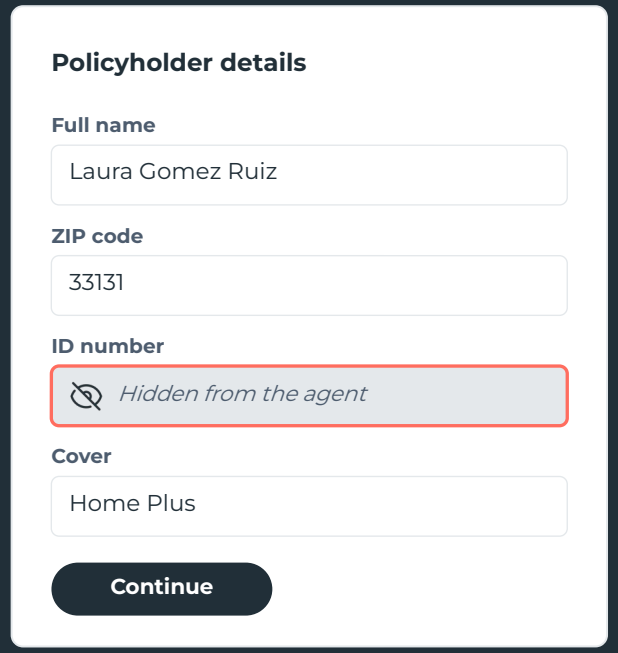
What belongs to the customer stays on their screen

With CSS classes on your pages you decide which fields each role sees. The customer types their ID; the agent sees the field, but not the data.

WHAT THE CUSTOMER SEES



WHAT THE AGENT SEES



CSS classes by role

You mark sensitive fields in your HTML: they are hidden from the agent or the user, as needed.

Custom labels

The hidden field shows the text of your choice instead of the data.

Only your website

Only the chosen public pages with the script: no desktop, no other tabs, no notifications.

No data stored

CoBrowsing does not store user data from the session.

Masking is configuration of your website, not development: it is set field by field.

Source: interactivepowers.com/en/solutions/cobrowsing — Field masking with HTML/CSS · CoBrowsing brochure 2025

WITH VOICE, VIDEO OR CHAT

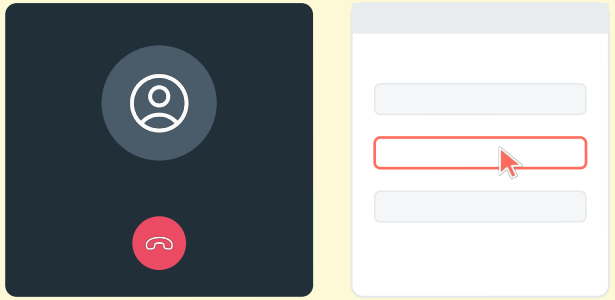
On the channel the customer is already using

The CoBrowsing widget only co-browses: start the session, follow and stop. The conversation runs on its own channel — a call, a video call or a chat — and carries on in parallel while they browse.



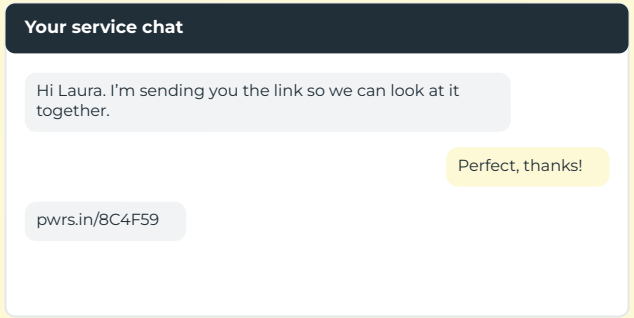
Phone call

The voice stays on the phone, with any phone system and no integration requirements. The agent reads out the PIN.



Video call

The video call stays in its own Video RTC widget; CoBrowsing adds the shared page in parallel.



Chat

The agent pastes the session link into the chat that is already open; the conversation continues in your chat.

A button or a link only takes the customer to the page where CoBrowsing lives: that is where the session is created or synchronized.

Source: interactivepowers.com/en/solutions/cobrowsing — Customization and add-ons

INTEGRATION ON YOUR WEBSITE

A script on your pages, and your website is collaborative

CoBrowsing runs on your own website: the script, loaded on your web server on the public pages you choose, synchronizes the agent and user session without touching your business logic.

Your website · CoBrowsing script and widget

Customer
Their browser, no downloads

Encrypted session

Video RTC
Session and synchronization

Encrypted session

Agent
The same website, with their button

Buttons and widget

A responsive widget to manage sessions, easy to configure.

User and agent

The integration covers both roles from day one.

Your own keys

Security keys specific to your website.

Your security, intact

The integration does not affect the security of your front end or back end.

It only works where the script is: the public pages you choose, and no others.

Source: interactivepowers.com/en/solutions/cobrowsing — Website integration · Video RTC CoBrowsing (Interactive Powers blog)

COBROWSING OR REMOTE VIEWER

Your website with CoBrowsing; the rest, with Remote Viewer

Both solutions collaborate over a call, with no downloads and with a link or PIN. You choose by what needs to be shown.

	CoBrowsing	Remote Viewer · RMV
What it is	**A feature of your page: a script loaded on your web server**	A Video RTC session the agent opens from their desktop
What is shared	**Chosen public pages of your website**	The screen or the camera, desktop included
Desktop applications	**No: neither seen nor controlled**	Seen, with no remote control of the computer
Private data	**Fields masked with CSS**	Whatever is on screen is visible
Interaction	**Clicking, typing and driving the page**	Viewing; dual screen in both directions
Chat and video	**No: the conversation runs on its own channel**	Chat and files within the session
Technology	**Page synchronization (WebSockets)**	Video stream (WebRTC)
Bandwidth	**Low: < 500 kbps once the page has loaded**	Medium-high: 1–4 Mbps on average

Common to both: PIN and short-link access, zero downloads for the customer and use alongside a voice call or a video call.

Source: CoBrowsing vs Screen Sharing (Interactive Powers, 2025) · Remote Viewer RMV 2026 brochure

USE CASES

Wherever the customer gets stuck on your website

The pattern repeats in every sector: a web process with steps, fields and questions, and a customer who would rather do it with someone alongside.

Banking and insurance

Simulators, applications and purchases on your website: the agent guides field by field, without seeing sensitive data.

E-commerce

From product to payment: answer the question inside the basket, before it is abandoned.

Public sector

Information on procedures and public forms, guided by a citizen service agent.

Telecoms and utilities

Compare tariffs, configure an offer or complete a sign-up on the website, with the agent alongside.

Web support

Guides, catalogs and configurators on your website: show where each option is instead of describing it.

One more channel for the service you already provide

CoBrowsing does not change how you serve customers: it adds a layer of collaboration to your calls, video calls and chats, on your own website.

HYPER-PERSONALIZATION

Your brand, your domain and your rules

CoBrowsing adapts without touching the product: the look, the access and what each role sees are set in the configuration.

Several languages

The interface in your customer’s language.

Your logo

Your brand on the widget and the PIN page.

Secure URL

Custom session links.

Your own domain

Short link and PIN on your domain.

SMS and email

The link, on the channel you choose.

Fields by role

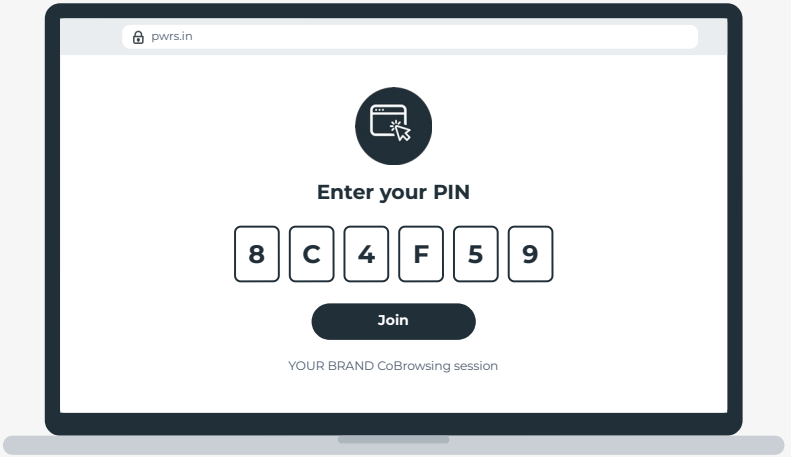
CSS classes to hide data.

Buttons and widget

Position and look on your website.

Roles per service

Agent and user, with their permissions.



YOUR BRAND CoBrowsing session

Source: CoBrowsing brochure 2025 — Hyper Personalization · interactivepowers.com/en/solutions/cobrowsing

DEPLOYMENT

In our cloud or on your infrastructure

CoBrowsing needs the Video RTC platform, as a CPaaS service in the cloud or installed on-premises. Your web server only loads the script on the public pages you choose.

Interactive Powers cloud

Managed CPaaS

- **No servers of your own** — the platform runs on our nodes.
- **Your website, as it is** — only the script is added.

On-premises

Video RTC on your infrastructure

- **On your network** — or in your private cloud.
- **Regulated environments** — banking, healthcare and public sector.

With the suite

Video RTC and Web ACD

- **Video call in parallel** — with Video RTC, in its own widget.
- **Or your telephony** — the voice stays on your current system.

An extension of Video RTC, not another platform

CoBrowsing is a feature of your own website: the script you load on your server creates and synchronizes the sessions, with Video RTC — in our cloud or on your infrastructure — underneath.

BROWSERS

Chrome · Firefox · Safari · Edge · Opera · Brave

SYSTEMS

Windows · macOS · Linux, on desktop

TECHNOLOGY

WebSockets: page data, not video

BANDWIDTH

< 500 kbps once the page has loaded

Source: Video RTC CoBrowsing (Interactive Powers blog) · CoBrowsing vs Screen Sharing (Interactive Powers, 2025)

SECURITY AND PRIVACY

Collaborate on your website without opening the customer’s computer

CoBrowsing shares public pages of your website, not the computer, and does not control the customer’s device. What travels is encrypted, and sensitive data never leaves the screen of whoever types it.

Encrypted communications

All communications between participants are encrypted with SSL/TLS.

Masked fields

Sensitive data is hidden by role with CSS classes.

Only your website

Only the chosen public pages, with the script loaded; no remote control of the computer.

No data stored

No user data from the session is stored.

Your site’s keys

Dedicated security keys for each integrated website.

GDPR and hosting

GDPR-ready. In the AWS cloud, the certifications are AWS’s, not those of Interactive Powers.

Source: interactivepowers.com/en/solutions/cobrowsing — Secure communications · CoBrowsing brochure 2025 · Security and Compliance 2026

COMPARISON

Where CoBrowsing differs from the usual alternative

	The usual alternative	CoBrowsing
How the customer is guided	Instructions over the phone, or screen sharing with a separate tool	**Both on the same page, with scrolling, clicking and typing**
What is visible	Screen sharing shows the desktop, other tabs and notifications	**Only the chosen public pages, with masked fields**
Channel	Co-browsing tools are usually tied to their vendor's chat or contact center	**On a call with any telephony, a video call or a chat**
Customer access	Downloads, accounts or meeting codes	**A short link or a PIN, on your domain**
Deployment	Usually, the vendor's cloud	**In the cloud or on-premises, on Video RTC**
Brand	The vendor's, customisable depending on the plan	**Your logo, your languages and your domain**

"The usual alternative" summarizes patterns published on product pages of screen-sharing, co-browsing and CCaaS suite tools, reviewed in October 2026. Vendor-by-vendor comparisons available on request.

THE SUITE

CoBrowsing is backed by a complete suite

CoBrowsing is an extension of Video RTC and runs on its platform. If the service needs video, it goes through Video RTC; the other platforms cover what comes before and after.



Smart IVR

AUTOMATION LAYER

Carrier-grade VoiceXML IVR with speech engines, which handles and resolves before a person is needed.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and manages their desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobiles and kiosks. CoBrowsing runs on top of it.

+ CoBrowsing



Video REC

RECORDING LAYER

HD video recording, storage and archiving, with export for analytics and compliance.

SOLUTIONS

CoBrowsing | Remote Viewer · RMV | Web Caller | Field Service · VGO

What CoBrowsing does not do: sharing the desktop or the camera is Remote Viewer; calling from the website, Web Caller; distributing service, Web ACD.

Source: interactivepowers.com — platforms and solutions · Video RTC CoBrowsing (Interactive Powers blog)

COMMERCIAL

Subscription per channel, on Video RTC

CoBrowsing runs with Video RTC and is licensed by subscription, per channel — simultaneous sessions — not per agent seat.

Subscription per channel

The unit is the Video RTC channel, one simultaneous session: you pay for capacity, not named licenses.

On Video RTC

CoBrowsing runs on the Video RTC platform, in our cloud or on your infrastructure.

On what you already have

Your website, your telephony and your contact center stay as they are.

Email and phone support

From teams covering business hours in CET and EST.

What this means in practice

You pay for the simultaneous session capacity you need, not for every agent with access: a capacity cost that tracks real business usage.

COBROWSING · CO-BROWSING ON YOUR WEBSITE

Stop explaining where to click.

We will show you a complete session on your own website: the call, the link or the PIN, both cursors on the same page and a form filled in four-handed, with private data hidden.



Talk to Sales

Request a Demo

IntPowers

interactivepowers.com