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

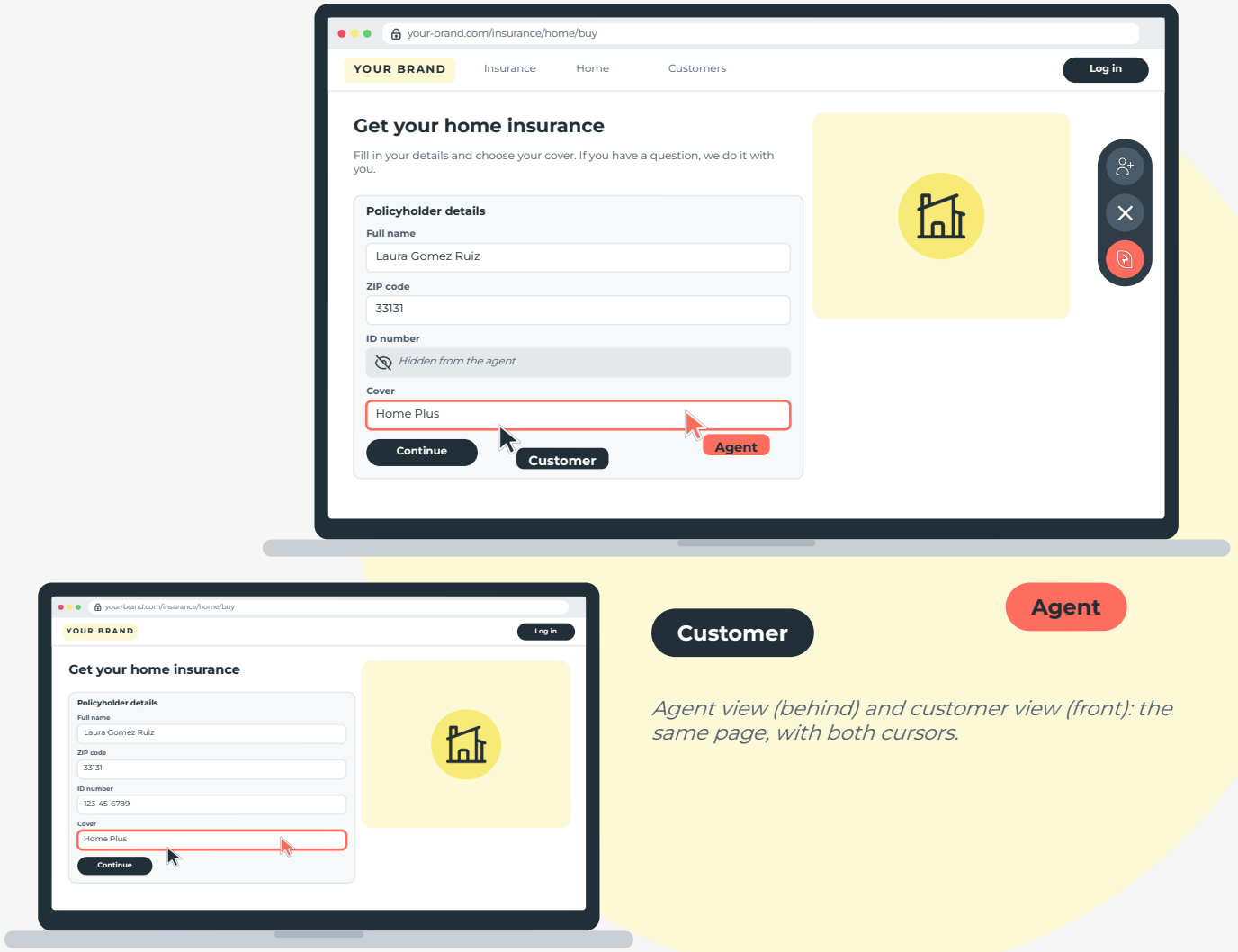
Agent and customer move around your website together, with both cursors in view.

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**

CAPABILITIES

Browse, point and protect, in a single solution

Everything a help session on your website needs, from the agent button to the field the customer fills in.

Browse together

Shared scrolling, clicking and typing, with both cursors in view.

Agent button

Create and share the session, follow the customer or stop it, from a floating button.

Short link or PIN

The customer joins with a link or a six-character PIN, with no account.

Masked fields

CSS classes hide sensitive data by role.

With voice, video or chat

Alongside a call with any telephony, a video call or a chat.

Light, no downloads

Page data, not video: under 500 kbps once the page has loaded.

And also: follow me, click to point, several participants per session and your own domain.

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

DEPLOYMENT, BRAND AND SECURITY

Your website, your brand and your privacy

CoBrowsing runs on Video RTC in our cloud or on your infrastructure, and is enabled on your website with a script.

Interactive Powers cloud

Managed CPaaS: you only add the script.

On-premises

Video RTC on your network or private cloud.

With the suite

Video RTC video call in parallel, if you need it.

Your brand

Logo, languages and PIN page in your look.

Your own domain

Short link and PIN served on your domain.

Encryption

SSL/TLS communications between participants.

Only your website

Chosen public pages; no desktop, no data stored.

Chrome, Firefox, Safari, Edge, Opera and Brave · Windows, macOS and Linux · < 500 kbps once the page has loaded

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

USE CASES AND COMMERCIAL

Where it fits and how it is licensed

The CoBrowsing pattern — a web process with steps and questions, and a customer who would rather have someone alongside — repeats in every sector.

Wherever the customer gets stuck on your website

- **Banking and insurance**
- **E-commerce**
- **Public sector**
- **Telecoms and utilities**
- **Web support**

Application scenarios, not customer references.

Subscription per channel, on Video RTC

CoBrowsing runs with Video RTC and is licensed by subscription, per channel — simultaneous sessions — not per agent seat.
You pay for the capacity you need: 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

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