

Interactive Powers

CoBrowsing vs Screen Sharing

Feature Description	CoBrowsing (Standalone)	Screen Sharing (Remote Viewer)
Mirror web pages	X	X
Mirror desktop applications		X
Mirror the entire desktop, including operating system controls		X
Video integration	X	X
PIN Access	X	X
Shorten URL Access	X	X
Configurable masking of private data	X CSS standard mode with custom labels	

Option for zero end-user downloads	X	X
Show click annotations	X	
Viewers take control of web page	X	
Dual mode, both end user or agent can share their session.	X	X Dual Screen Sharing mode
Viewers take control of desktop application		
Live Chat and File Sharing inside the communication...		X
Agent can start from a voice interaction	X	X
Video Face-to-Face web cam activation		X
Agent can start from video interaction	X	X

Agent can start from web chat interaction	X	X
Option for embedding screen share client in your proprietary desktop application		<p>X</p> <p>Webview or iFrames</p> <p>SDK also available but check first web integration.</p>
End-user browser compatibility	<p>Most recent version of:</p> <ul style="list-style-type: none"> ● Google Chrome ● Mozilla Firefox ● Safari ● Edge ● Opera ● Brave <p>Note: List not limited, some other existing web browsers compliant with Web RTC are also supported according to the standard version of their Web RTC protocol.</p>	<p>If you choose to implement screen share from a web browser, end users can share from the most recent version of:</p> <ul style="list-style-type: none"> ● Google Chrome ● Mozilla Firefox ● Safari ● Edge ● Opera ● Brave <p>Note: List not limited, some others existing web browsers compliant with Web RTC are also supported according to the standard version of their We RTC protocol.</p>

<p>End-user operating system compatibility</p>	<p>Any desktop operating system that can install a supported web browser, such as:</p> <ul style="list-style-type: none"> • Mac OS • Windows • Linux* (some distro) 	<p>Screen share technology works with the following operating systems:</p> <ul style="list-style-type: none"> • Windows • Mac OS • Linux* (some distro) • iOS (view) • Android (view)
<p>Bandwidth requirements</p>	<p>Low–medium:</p> <ul style="list-style-type: none"> • Co-browse sends mostly textual data. Bandwidth requirements vary based on the size of images on the mirrored site. • < 500 Kbps after a page is loaded, unless the page includes many animated or video assets. 	<p>Medium–high:</p> <ul style="list-style-type: none"> • Screen share sends a video stream of the sharer’s screen. Video streaming generally requires more bandwidth than text. • 1–4 Mbps average, but varies depending on shared screen resolution and what is shared.
<p>Sharing technology</p>	<p>WebSockets</p>	<p>WebRTC</p>