

CoBrowsing vs Screen Sharing

CPaaS & Cloud Solutions



Interactive **Powers**

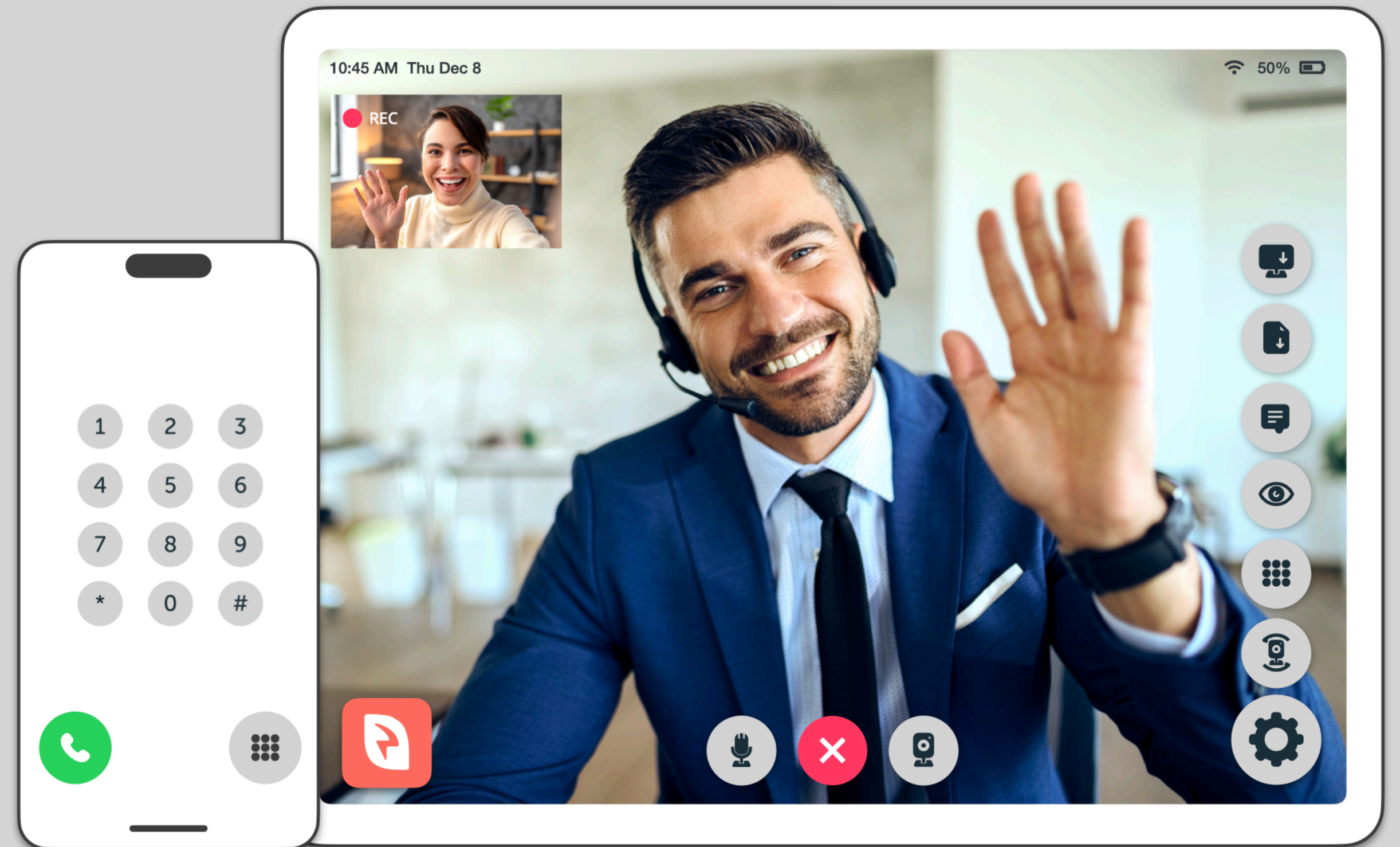
Streamline your business communications

Connect, Reinvent, Empower...

Your Contact Centers

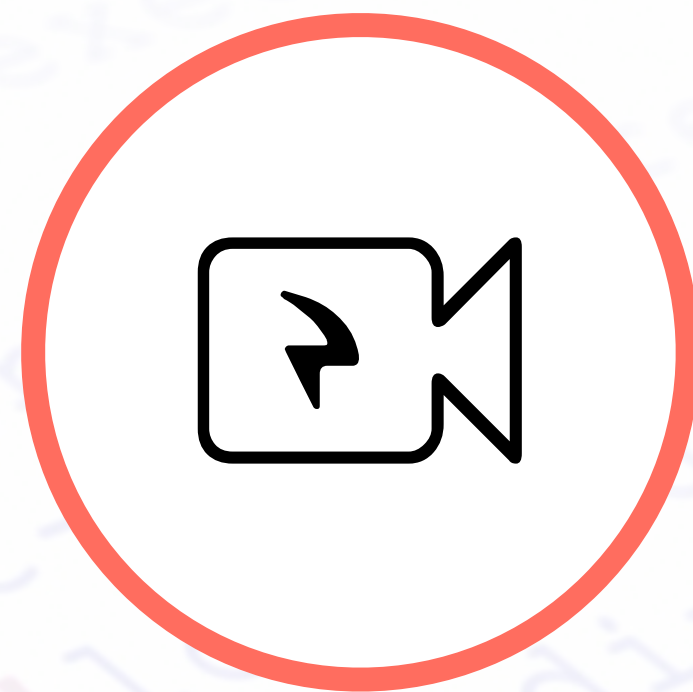
Your Channels

Your Teams

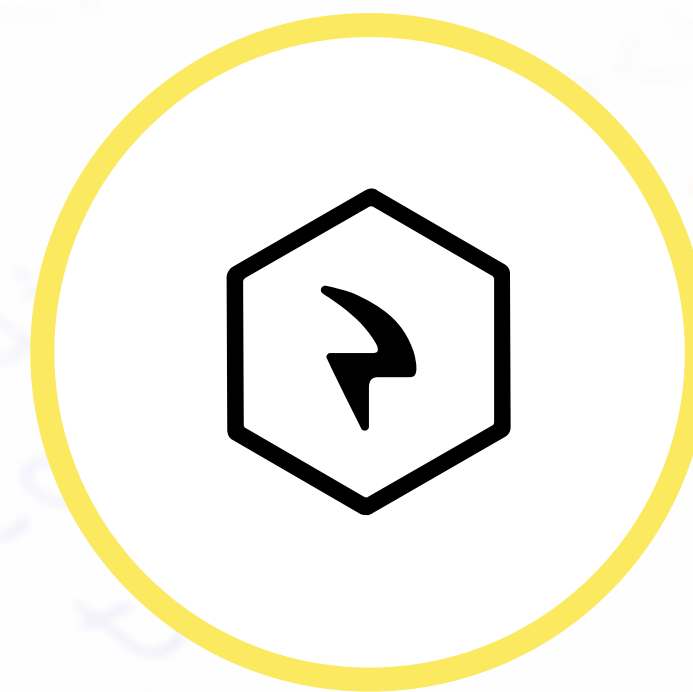




Smart **IVR**



Video **RTC**



Web **ACD**



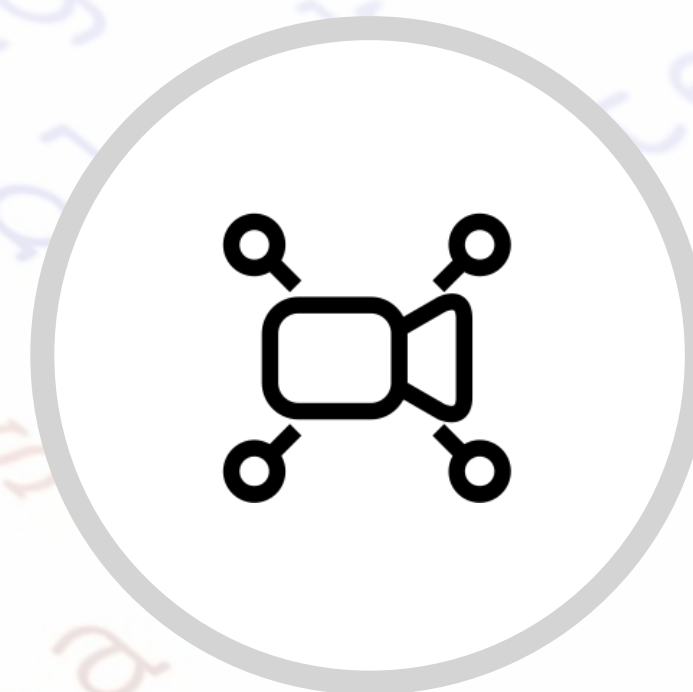
Video **REC**



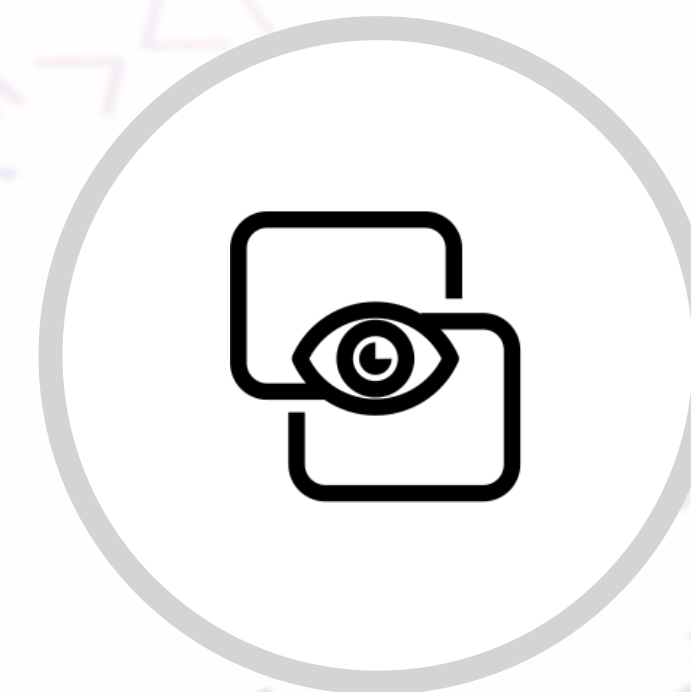
Web Caller



CoBrowsing



Field Service



Remote Viewer

Collaborative Browsing scroll, click and type together

Assist your customers to surf in your website and help them to click, fill out forms, search or find information quickly.

CoBrowsing

Solution

[Learn more](#)



CoBrowsing

Provide a magical online assistance

CoBrowsing is like something magic, your customer will appreciate this smart feature on chat, voice or video calls.

Get a better user experience

Customers are often unable to find all information following spoken instructions, connect and share their browsing session.

No downloads, no plugins, no apps

Ready to run without issues, from anywhere, any tablet devices, any modern browser and any computer as well.



Web collaboration is just a click away at phone

Switch to web collaboration during any call or video call to dramatically improve your customer experience and support.

Remote Viewer

Solution

[Learn more](#)



Remote Viewer

Empowering call center agents

Phone support alone isn't enough. Connect through live chat, screen sharing, or video to transform your customer support experience.

Fastest web collaboration

Keep your voice call connected while expanding your agent's capabilities with just one click—no need to hang up.

No downloads, no plugins, no apps

Works instantly on any mobile device, modern browser, or computer operating system—without installation hassles.



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CoBrowsing vs...

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 | |



VS





Interactive **Powers**

Streamline your business communications