



DESKTOP SHARING WITH CSG VISUAL CONNECT

Deliver real-time on-screen guidance to your customers while ensuring maximum privacy

Desktop Sharing gives contact center agents remote access to customers' screens, enabling them to collaborate on the rapid resolution of a wide range of software issues, alongside remote video assistance for hardware issues.

Agents can now guide customers step by step through system configuration, software and navigation issues, using their pointer and augmented reality (AR) annotations to indicate the relevant tabs, buttons and form fields.

HOW IT WORKS

Connect—Agent sends a URL and initiation code to the customer to begin a Desktop Sharing session



→ See—Agent instantly views the issue and diagnoses the cause



 Guide—Agent uses live pointer and/or AR annotations to guide the customer to a resolution





Verify—Agent visually confirms that the issue has been resolved



CORE CAPABILITIES



Web-based connection

No app download requirement streamlines session initiation, boosting adoption

Non-intrusive technology

The agent cannot click or take other actions on the customer's CPU, ensuring privacy by design



Share selected window or entire screen Customers can receive guidance on a full range of issues involving settings, software and website navigation



Synergy with live video assistance Resolve customers' hardware and software issues from the same suite of tools



Integrate with your CRM

Real-time customer assistance for desktop sharing can be integrated with your CRM system

USE CASES



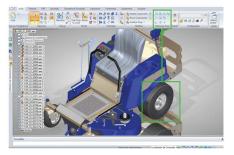
Configuring network equipment

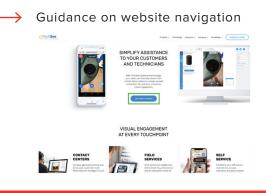
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Operating system troubleshooting

Guidance on operating specific applications







Helping customers fill out forms

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Offering IT/site support

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KEY BENEFITS



Enhance CX while addressing your customers' privacy concerns

Resolve more issues quickly with minimal effort

Increase agent productivity with an interactive visual solution

Reduce service costs by avoiding repeat calls and technician visits

Increase customer lifetime value through timely upsell



ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, Maximus, MTN and Telstra.

To learn more, visit our website at <u>csgi.com</u> and connect with us on <u>LinkedIn</u>, <u>Twitter</u> and <u>Facebook</u>.