# 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.
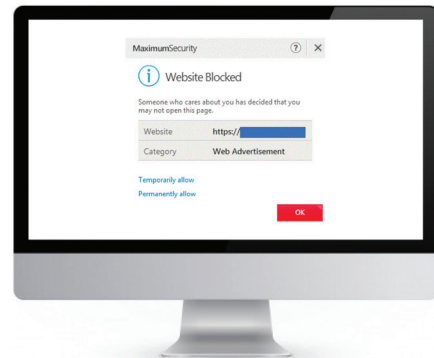
HOW IT WORKS

→ **Connect**—Agent sends a URL and initiation code to the customer to begin a Desktop Sharing session
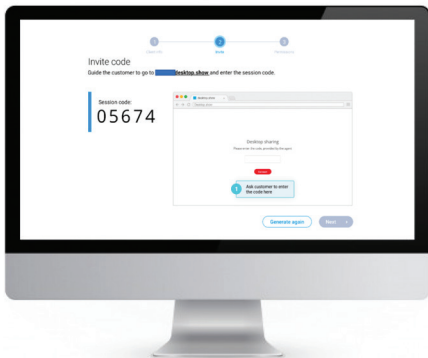
→ **See**—Agent instantly views the issue and diagnoses the cause
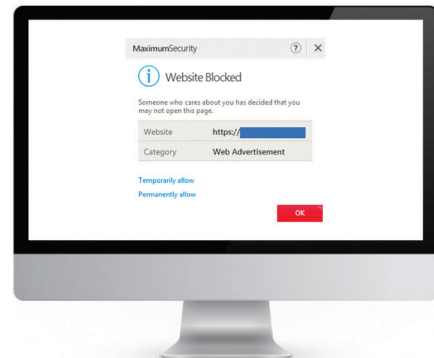
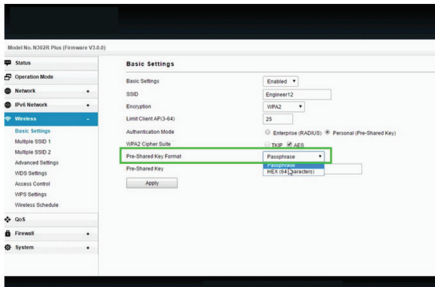→ **Guide**—Agent uses live pointer and/or AR annotations to guide the customer to a resolution

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→ **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
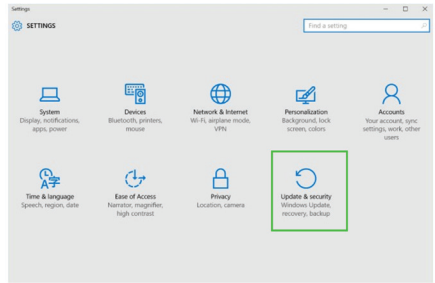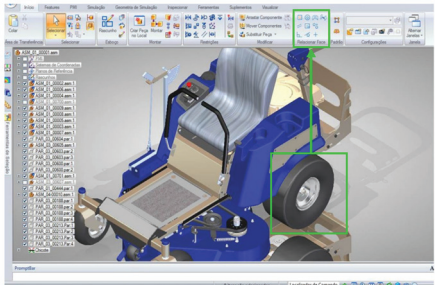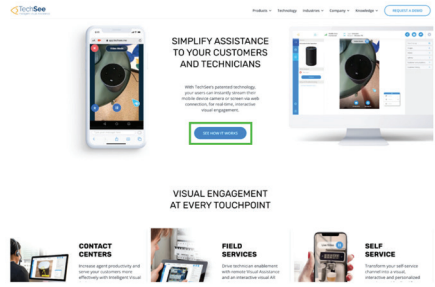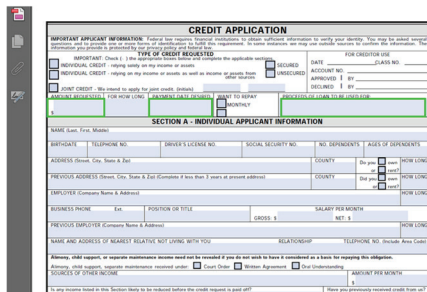
USE CASES

→ Configuring network equipment

→ Operating system troubleshooting

→ Guidance on operating specific applications

→ Guidance on website navigation

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→ Helping customers fill out forms

→ Offering IT/site support

↑ First Contact Resolution Rate

↓ Average Handle Time

↑ Customer Experience Metrics

↑ Customer Lifetime Value

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.

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