Intuit TurboTax SmartLook™ and TurboTax Live™ are powered by Glance Mobile App Sharing

Key Benefits

- Premium mobile app CX/UX

- Higher user satisfaction, loyalty, retention and lifetime value

- Higher in-app session time, transaction conversion rate, and revenue

- Lower call center average handle time (AHT)

- Higher call center first call resolution (FCR)

Glance Mobile App Sharing
Deliver in-app visual support to users of your mobile app

Enable support agents to view the screen of mobile app users

Screen share and cobrowse technology have been around for years to enable service agents to efficiently support users of websites, SaaS apps, and desktop apps. It's simple and effective: if agents can see the screen of the caller, it is easier to understand and quickly resolve problems. But users of native mobile apps have not enjoyed the benefit of this simple concept. Until now!

Glance Mobile App Sharing enables a service agent to join an in-app sharing session with the user of your mobile app. The agent can instantly see the screen of the mobile app user, immediately understand where the user is stuck, talk to the user, and guide the user to a solution.

Guide and gesture

The agent can highlight app elements on the user's screen including form fields, graphics, and navigation items to show the user how to navigate your app.

Agent voice and video

Glance can connect the agent and app user via voice, either by launching an in-app VoIP call or by invoking the device's phone function. Glance can be integrated seamlessly with your existing call routing systems in the service center.

A friendly face can de-escalate even the most emotionally-charged engagements. Glance Agent Video delivers one-way video of the agent to the screen of your mobile app user. The user can see that an empathetic agent is working to solve the problem, which can have a profound positive effect on user satisfaction.

A yellow border appears around the app screen to cue the user that the screen is being shared.

The Glance Agent Video tile can be minimized or dragged and dropped to any location on the screen.

High performance cloud-based service

Glance is a cloud-based service. It requires no proxy or onsite installs. Glance provides a load-balanced global solution with local session services for high performance and virtually unlimited scale.

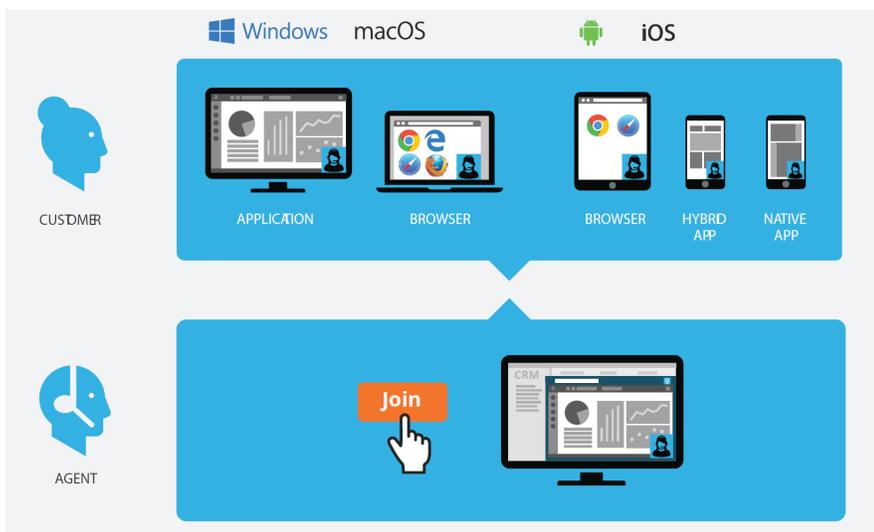## Work securely and protect user privacy

Protect customer privacy by masking fields containing personal information from the agent's view. Sharing sessions are encrypted for security. Glance Mobile App Sharing enables collaboration only within your mobile app running on the user's phone -- agents cannot see any other app, settings menu, or the mobile device desktop. This ensures the privacy for the user and limits your enterprise's exposure to personally identifiable information (PII).

Embed Glance via SDK and Open API

The Glance Mobile App Sharing SDK enables you to build and embed Glance functionality directly into your native mobile app.

Use Glance's open API to integrate the sharing functionality with your CRM, ITSM or call center system so agents can join a sharing session with the click of a button while viewing the user record, case or ticket.

Glance allows you to customize the mobile app user's experience and the call center agent's experience to fit your UI, branding, and workflow requirements.

The Glance Omnichannel Visual Engagement Platform

• Glance Mobile App Sharing
• Glance Cobrowse
• Glance Screen Share
• Glance Agent Video

Glance Mobile App Sharing is one component of the Glance Visual Engagement Platform, which allows enterprises to visually engage with customers across any device, any channel, any time.

Glance takes technology compatibility out of the equation. The Glance Visual Engagement Platform gives the agent one consistent UI, integrated within the enterprise's CRM, ITSM, or call center system. The agent can join a sharing session with just one click regardless of what device or platform the customer is using -- desktop app, desktop or mobile browser, or native mobile app. Your customers appreciate that the sharing session requires no download or plug-in installation.

The agent effortlessly delivers an exceptional human-to-human sales, customer service, training or tech support experience.