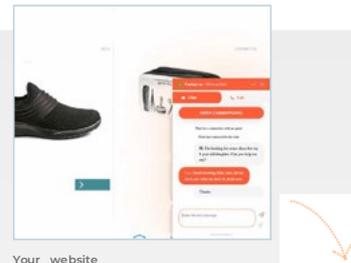# Co-Browsing

## Help your customers navigate your website, app or the real world

Ever thought how much easier it would be to show your customers how to do something rather than having to explain it step by step in an email or over the phone? With Daktela co-browsing, setting up screen or video sharing with your customers is a matter of minutes. No need to install anything – the feature is an integral part of Daktela V6.

Web chat co-browsing

With Daktela, adding chat to your website is simple. Paste a short HTML code into your website and you're done! Co-browsing and video chat are already part of our web chat functionality so they are available without you having to go through a complex setup process. Your agents can offer customers they are chatting with to switch to co-browsing, allowing them to guide your customers through your website or app and to provide advice and expertise on your products or services.

Your website
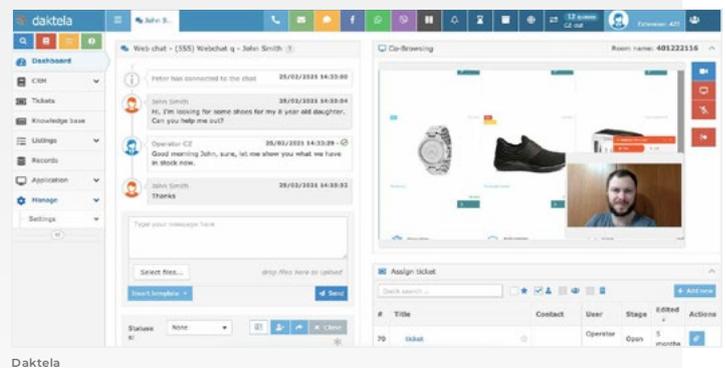
Daktela

Cross-channel compatibility

Daktela co-browsing and video chat is not limited to web chat use – you can easily implement it in conjunction with other channels too. Here are some examples:

Call to co-browsing

The customer is on a call with the contact centre. The agent sends the customer an email with a link to start screen sharing and can guide the customer through your website or software.

Call to video chat

The customer is in the field and calls the contact centre. They receive a text message with a link to start a video feed from their mobile phone. They can show the agent what they need and the agent can better assist them.

Customisation options

Our co-browsing solution is focused on quick and easy implementation that works straight out of the box. Want to change the design? Don't want video and only want to offer screen sharing to your customers? Need to place the widget in a specific page element? No problem – cobrowsing is also fully customisable.