

Rescue Live Guide

Seamless, secure co-browsing across any digital property.

Visually guide customers through any website with zero downloads.

Improve the customer experience by **resolving issues faster** while increasing their self-sufficiency. Rescue Live Guide gives customer-facing agents instant, secure access to collaboratively view and interact with a customer's web browser. Help the customer navigate any website and find the information they need in a **frictionless, secure experience**.

Why Rescue Live Guide?

Instant Deployment. No need to call in your web team. Take ownership of the customer experience and **start co-browsing instantly**, anywhere, without making changes to your site. Later, you can insert a single line of code to your site to offer the most integrated on-site experience possible.

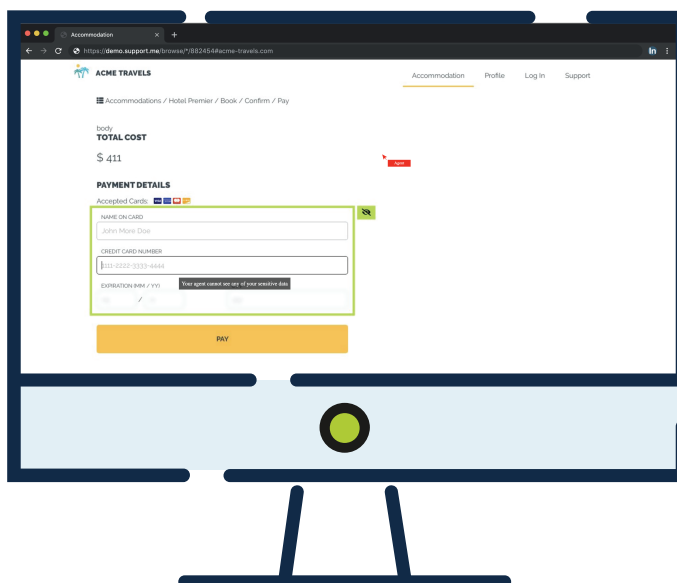
Finally, Flexibility. Now your front-line agents can provide **guided assistance on any digital property**. Any device, any mainstream browser, any website – not just your own. If the issue goes beyond the browser, easily escalate to remote view of the customer's desktop. Zero downloads required.

Worry-free Security. Live Guide is uniquely architected for the **most secure co-browsing experience** possible. It connects to an isolated browser in the cloud, never to the end user's device. All of your customer's sensitive data is **masked from the agent's view**. And because it's built by LogMeIn, a trusted provider of support solutions, you can count on TLS 1.2 transport security with AES-256-bit encryption.

**Now available for
Microsoft Dynamics
Omnichannel for
Customer Service!**

Key features:

- Zero-download joint navigation and screen sharing
- Data obfuscation and button blocking on any site
- In-session annotation and gesture indicators
- Multi-tab support
- Code-free and coded deployment options



End user view of data masked field in a co-browsing session. End users are notified that agents cannot see the sensitive data that they are inputting into these marked fields.

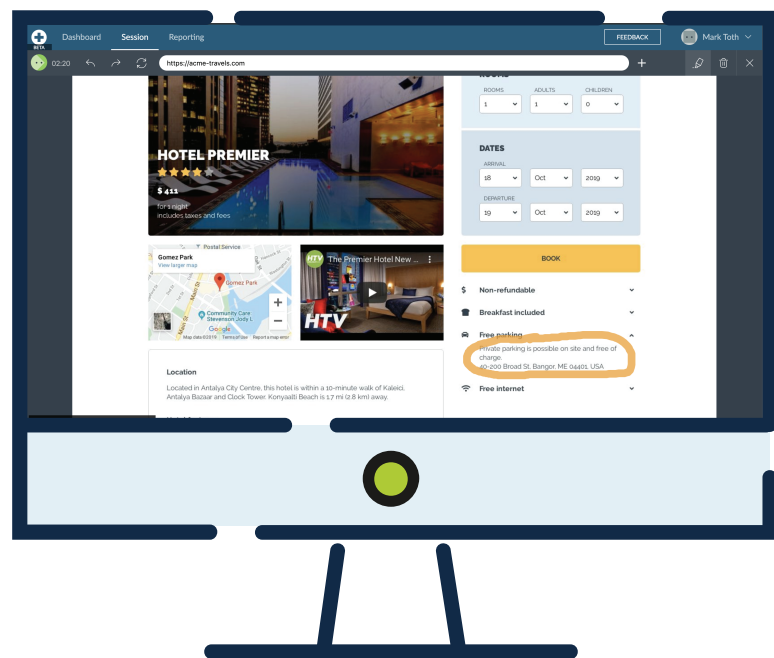
Leverage co-browse across the customer journey

Resolve customer issues fast. No more guessing games. See what your customer sees and guide them to solutions fast. They can get back to what they were doing, and you can decrease average handle time.

Reduce Customer Effort. Complex online forms can intimidate customers and hinder conversion rates. Guide them through it to remove any barriers and prevent drop-off.

Drive Digital Adoption. Show your customer how to best leverage your online products and services to fit their needs. Personalized guidance helps increase usage and reduce support calls down the line.

Keep Customers Happy. Providing one-on-one service and empowering customers to self-serve in the future makes for happier, more loyal customers.



View of agent console during a co-browsing session with agent annotations.