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cosurferElite™

cosurfer's data collaboration product, cosurferElite is one of the most powerful communication tools available on the internet today. With cosurferElite, two people located in different geographic locations can view web pages at the same time. cosurferElite allows users to speak with your customer contact representative while simultaneously accessing your webpage.

cosurferElite unleashes the power of the internet and introduces a "personal touch" to online customer interaction allowing virtually any business to incorporate cosurferElite into their e-commerce strategy. Because cosurfer offers cosurferElite as a service, companies of all sizes can quickly and easily add enhanced collaboration functionality to their websites at a fraction of the current cost, without investment in expensive software and hardware. Data Collaboration enabled websites are viewed by many industry leaders as an essential next step in e-commerce. By personalizing the web interaction, e-businesses and customer interaction centers of all types boost customer service and win loyal customers. cosurferElite turns browsers into buyers.

cosurferElite's Portfolio Includes:

Data Collaboration

Data Collaboration is a form of collaboration where a customer contact representative (CCR) and a customer co-navigate a website. Both parties view the same page no matter who is doing the surfing. Utilizing "push" technology, agents access pages from the enterprise database and push it across to the customer over the web. While cosurfing, CCRs can even enter data into a form or a webpage for the customer.

Click-to-Talk

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The Benefits of cosurferElite

- Answer requests from customers immediately.
- Cosurf and jointly browse webpages and documents simultaneously.
- Update and modify documents simultaneously, in real-time.
- Utilize "push technology" and send pages to the customers browser for viewing.
- Utilize multiple touch points with customers, in real-time, increasing customer satisfaction and loyalty.
- No hardware or software cost.
- Implementaion within 24 hours. It's quick and simple for any website.
- There is no additional equipment, no down time and no specialized training.
- Operational vs. a capital expense.

Choosing cosurferElite is smart. There is no hardware or software to purchase, and all transactions are billed on a per-seat/usage-basis. For call centers that do not want to deal with the hassles of maintaining an on-site multimedia enabled contact

center, cosurferElite is the answer. It's a simple-to-use web voice and data service.