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# cosurferEnhanced

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

cosurferEnhanced unleashes the power of the internet and introduces a "personal touch" to online customer interaction allowing virtually any business to incorporate cosurferEnhanced into their e-commerce strategy. Because cosurfer offers cosurferEnhanced 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. cosurferEnhanced turns browsers into buyers.

## cosurferEnhanced'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-Chat

Click-to-Chat is a wonderful way for your customers to ask questions in real time, without having to pick up a phone. With the push of a button, the customer can initiate a text message request. This chat request goes to your customer contact representative's PC screen. Your CCR can manage multiple chat sessions at one time, enabling true real-time customer service.

