



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?

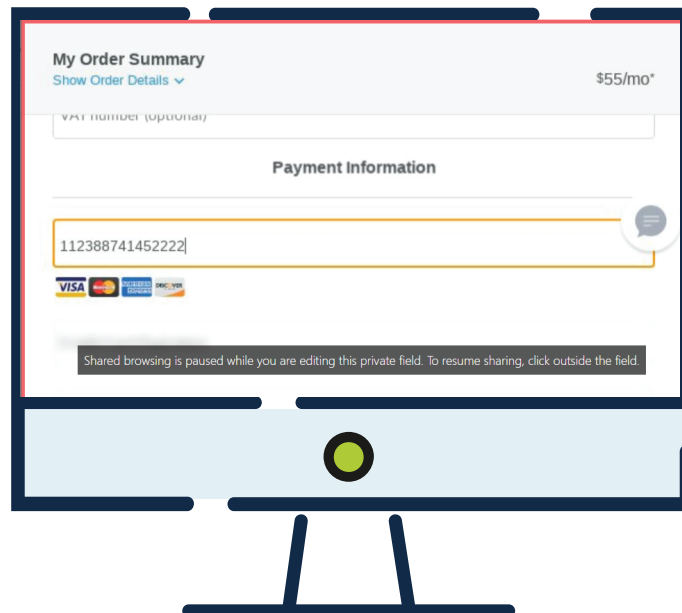
Instant Deployment. No need to call in your web team. Take ownership of the customer experience and **start co-browsing instantly**, anywhere, without making any changes to your site. Later, you may choose to insert a single line of code to your site to offer the most integrated experience possible.

Finally, Flexibility. Now your front-line agents can provide **guided assistance on any digital property**, and even choose to up level the engagement with 2-way video and voice capabilities. Any device, any mainstream browser, any website – not just your own.

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 can be **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.

Augment any customer conversation with Live Guide to:

- Resolve customer issues fast
- Reduce customer effort
- Drive digital adoption
- Keep customers happy



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 masked fields.

Simple

No need to call in your web team.
You've got this.

Codeless Deployment: Business users can get started immediately. No code or professional services required.

Scripted Option: Add a single line of code just once to your website to optimize the customer experience.

Self-Service Setup: Business users can set up data masking and button blocking on their own. No technical expertise required.

No Downloads: Live Guide is entirely browser-based. There's nothing for agents or customers to download.

Integrations: Seamlessly integrate secure co-browsing on any channel within Microsoft Dynamics Omnichannel for Customer Service.

Easy Administration: Take control of your solution with granular reporting options, whitelisting, and customer-facing customizations.

Personalized

Provide white-glove customer service.

Annotations: Enhance teaching opportunities and point out specifics with agent annotations.

Named Cursors: Make it clear what actions agent is taking with differentiated and labeled cursors.

Two-Way Video: Create a more personal interaction or replicate in-person experiences with real-time video.

Voice: Use in-session VoIP for a true "show and tell" engagement.

Localization: Make your customer feel more comfortable by displaying messages and labels in their preferred language.

Shortcuts: Add an easy-to-use co-browse button on your website and/or configure keyboard shortcuts for a faster experience.

Flexible

Co-browse across the entire
customer journey.

Any Website: Co-browse any website – not just your own – and leverage data masking and button blocking on third-party sites as well.

Any Browser and Device: Your customers can use their preferred browser – Chrome, Safari, Firefox, IE 11, or Edge – and any device, including mobile.

Multi-Tab Support: Open and toggle between multiple tabs, just like a traditional web browsing experience.

Standalone Solution: Easily plugs into any ecosystem, allowing both chat and phone agents to leverage co-browsing.

Mobile SDK: Keep the customer experience in your mobile app with seamless co-browse capabilities.

Secure

Ensure peace of mind and compliance.

Secure Cloud Architecture: Live Guide connects to an isolated browser in the cloud, never to the end user's device.

Industry-Leading Encryption: Count on LogMeIn's TLS 1.2 transport security with AES-256-bit encryption.

Button Blocking: Ensure that certain actions (e.g., *Buy Now* or *E-Sign*) can only be taken by your customer.

Session Recording: Record co-browse sessions for quality assurance/audit purposes, encrypted for security.

Agent Permissioning: Restrict what agents can do during a co-browse session for enterprise-level control.

Account-Level PIN: Customers give agents a 6-digit PIN to start co-browsing, keeping them in control.