



“Glance for Salesforce has improved our ability to resolve issues swiftly within a single call and deliver even more ‘wow’ experiences.”

Rick Edwards
Partner Implementation Manager
Constant Contact

Comprehensive

Integrates cobrowsing, screen sharing, and chatter, providing detailed data on customer/agent interactions. Glance technology lets agents effortlessly switch between services.

Secure

The secure, scalable infrastructure increases customer confidence. Sensitive data can be masked from view.

Analytical

Automatically sends customer/agent engagement data.

4.9 Rating on AppExchange!



Glance for Salesforce

Instant, Relevant, Effortless Engagement

Glance for Salesforce visual engagement solutions make doing business online easy through integrated screen sharing, cobrowsing, and agent video for service cloud, sales cloud, community cloud, and chatter.

Drive customer/agent engagement

With Glance for Salesforce, support and sales reps can launch collaborative sessions simply by clicking on the screen share or cobrowse icon appearing on any Salesforce Lead, Person account, Opportunity, Contact, Case, or even Campaign object.

Analyze the data

With deep integration, the solution automatically tracks and stores any session activity initiated. Thus, you can accurately analyze customer interactions in real time, instantly understanding how they impact your business.

See the results

We make conducting business easier with an instant, visual connection that is secure and always works. Our innovative approach has helped customers enrich their process, increasing demos delivered by 66% and raising conversion rates by 40%.

Salesforce Service Cloud

When customers have questions about your products or services, they conduct research online, self-diagnose problems, and engage with your call center agents for clear, concise answers—all through a digital experience.

With Glance cobrowsing, screen sharing, and agent video solutions, your team can see and resolve issues instantly and effortlessly, whether they reside in the cloud, on a website, or with the customer. The results are lowered attrition, improved customer satisfaction and loyalty, and delivery of the best experience. Best of all, these benefits are achieved within the service cloud.

Salesforce Sales Cloud

Built for today's socially-fueled, mobile buyer, Glance for Salesforce allows sales teams to drive calls beyond one-dimensional phone conversations and text-driven chat.

Propel your customers' sales experience forward with dynamic product demonstrations, co-shopping experiences, and real-time assistance to complete transactions. Leverage visual engagement and increase conversion rates, build qualified pipeline, and close more business—all without ever leaving the sales cloud.

Salesforce Community Cloud

Using Glance's Lightning component, you can collaborate directly with resellers, distributors, partners, and customers. Visual engagement solutions empower you to guide visitors to the information they need to succeed.

Share a real-time view with agencies, suppliers, vendors or any other member of your business ecosystem. Connect visually with patients, students, alumni, retail locations, job applicants, or anyone else critical to your business success—directly from the community cloud.

Chatter

Join critical demonstrations or customer service sessions in real time—directly through Chatter. Whether you're part of a critical, revenue-generating team or managing key customer situations, you need to be connected.

Glance's integration with Chatter lets you automatically post updates each time a sales call, online shopping experience or support session begins—allowing the people you need to join in real time from any device.

Dashboards

Glance auto-records which agent used which service with what customer. Using Glance's data-driven dashboards results in a more productive team that no longer has to waste time updating activities.

About Glance Networks

Glance empowers companies to make doing business online easier and more personal through tightly integrated yet modular visual engagement solutions such as cobrowse, screen share, agent video, and more. Glance has out-of-the box integrations with Salesforce and other customer-facing platforms and tools to quickly provide a connection that is secure and always works.



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