glance

Comprehensive

Glance Panorama integrates market-leading co-browsing, screen sharing, agent video and mobile showcase tools.

Agile

Glance Panorama's patent-pending technology lets agents seamlessly switch between services.

Secure

Agents connect with prospects and customers across Glance's secure, scalable infrastructure. Sensitive data can be masked from view.

Analytical

Glance Panorama automatically stores engagement data and can send it to any CRM for analysis.

**Enhance conversations.
Improve experiences.
Delight customers.**

Glance Panorama
The Visual Engagement Era has Arrived

It's easier for sales and service agents to help a customer when they can see and share what someone is talking about. That's why we developed Glance Panorama, a visual engagement platform designed to help companies deliver a truly amazing customer experience.

Beyond Co-Browse

Integrated screen sharing and co-browsing lets agents see and share exactly what customers are trying to accomplish— no matter where the answer resides. Agent video adds a face and a smile to an impersonal 800 number. And mobile showcase instantly displays any device and its apps.

Our customers were really delighted. On the business side we saw metrics accelerate, conversion go up, net promotion score go up, and resolution rates of solving problems go up.

Nat Natarajan
CTO, SVP Product & Engineering
Consumer Tax Group at Intuit

Seamless Switching

Glance Panorama's seamless switching technology and unique interface allow agents to move back and forth between any service, optimizing the engagement, elevating the brand and avoiding embarrassing moments, such as making a customer wait to download plug-ins.

A Robust Data Capture Engine

Organizations need to understand what actions result in the best outcomes. They need to teach agents optimal ways to work with prospects and customers. With Glance Panorama's robust data capture engine, managers can review interactions and train staff on how to solve problems quickly—all while raising customer satisfaction.

www.glance.net

Benefits You Can See and Measure

Glance Panorama enables a next-generation customer experience that improves the top and bottom line. The platform:

✔ **Reduces abandons, increases conversions, and improves brand perception.**
With Glance Panorama, agents and customers are literally on the same page, dramatically reducing the frustration of online activities and increasing sales and issue resolution.

✔ **Enhances sales and support while reducing the cost per interaction.**
Sometimes co-browsing isn't enough—what if the information needed to complete a transaction or resolve a problem is on an agent's or a customer's desktop? With Glance Panorama's integrated co-browsing and screen sharing capability, companies can reduce the time to resolution and eliminate problems that aggravate and alienate customers.

✔ **Builds rapport, trust, and credibility.**
Co-browsing and screen sharing allow agents to access any content anywhere, but what if an interaction is sensitive, stressful, or personal? The agent video capability of Glance Panorama lets companies show a human face by turning a hands-off interaction into a personal connection—accomplished with a simple click.

✔ **Improves online processes and the customer experience.**
To truly understand how online interactions impact a customer's experience, companies need the right tools and accurate data. By capturing the activity of every engagement, Glance Panorama allows companies to understand how to cost-effectively improve customer engagements.

7.6% Visual engagement technology helps businesses increase customer retention rates 7.6% annually, compared to a mere 0.8% increase for All Others.

59% of businesses have already incorporated visual engagement tools in their CEM technology toolbox.

4.8% Users of visual engagement solutions also attain a 4.8% annual increase in customer profit margins, compared to a 3.9% erosion in margins among All Others.

83% Businesses employing visual engagement tools enjoy an 83% greater year-over-year increase in annual company revenue, compared to All Others (8.8% vs. 4.8%).

Source: Aberdeen Group

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.com and other customer-facing platforms and tools to quickly provide a connection that is secure and always works.

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