Oracle Co-browse TrueView Feature

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Oracle Co-browse enables instant screen sharing during a customer service interaction. Co-browse launches in what is referred to as "Instant Co-browse Mode" or ICB, which uses HTML-based technology to recreate a web visitor's browser view for the agent, enabling both parties to view the same content during a voice or chat interaction. This Instant Mode is fast to launch and works well for showing web-based content in the visitor's browser.

In certain situations, however, Instant Mode will have trouble rendering the exact view of the visitor's screen for the agent. In cases where the visitor and agent need to co-browse content that resides on a third party website or on the visitor's desktop, for example, Oracle Co-browse has a second mode, called Advanced Mode, that the agent can switch to in order to support viewing of this type of content. In other cases, the agent can utilize the **TrueView** feature to enable Instant Co-browse Mode to render the view correctly, such as:

- When a visitor's browser settings change the way web content is displayed, including text size, zoom, etc.

- When a visitor's browser is sized in such a way that the full website is not displaying on the screen, but the agent is not aware that the visitor needs to scroll up/down or left/right to see certain content.

- When Responsive Design is displaying the site differently for the visitor and the agent due to each party's browser size or device.

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TrueView causes the agent view to display *exactly* as the visitor is seeing the same content. By default, TrueView is enabled during each co-browse interaction. However, agents will see a TrueView button on the left side of the Agent Console allowing them to turn this functionality OFF. This can be useful in some scenarios, such as:

- The visitor is viewing the site on a mobile device, and Responsive Design is causing it to render in a slimmed down view. The agent is viewing the same mobile-optimized view, but wants to temporarily switch to view the desktop version in order to recall how to navigate to certain content. He can switch TrueView off momentarily, and then turn it back on to resume navigating the mobile-optimized version with the visitor.

- The visitor has his browser settings configured to show large format text that is easier for him to read, but which requires a significant amount of scrolling in order to see all of the website content. The agent can turn off TrueView functionality to see the website displayed all on one screen in order to more efficiently guide the customer.

Oracle Co-browse was recognized by Frost & Sullivan with a 2014 Product Leadership Award for the TrueView feature. The full award brief can be downloaded here: http://www.oracle.com/us/corporate/analystreports/frost-sullivan-na-apps-award-2403661.pdf