



**RATED #1 IN THE SALESFORCE APPEXCHANGE**

# Earn, keep, and grow customers with Glance for Salesforce

For over 20 years, the world's largest and most security-conscious enterprises have trusted Glance Guided CX (cobrowse, screen share, video, etc.) to transform "do it yourself" into "do it together" by powering human connections within their digital properties in moments that matter.

Create "wow"-worthy digital experiences, striking the balance between AI and human CX.

## Easy for everyone, works everywhere

Launch Glance from any Salesforce object in Service Cloud, Sales Cloud, Experience Cloud, Industry Cloud, or Salesforce Chat to connect instantly with customers in your mobile apps, portals, or websites.

## Start from anywhere, switch seamlessly

Use existing communication channels, including routing and escalations, to start collaborating from any interaction with Glance capabilities such as:

- Cobrowse (mobile, web)
- Secure document share
- Live one-, two-, or multi-way video
- Screen share
- Remote assist
- Mobile camera share



## Glance helps your team deliver in-the-moment, personal:

- Guided issue resolution
- Consultative transactions
- Expertise and advice
- Virtual training and onboarding
- Advisory services
- Sales engagements

## Proven, enterprise-grade security and scale

Glance adheres to rigorous data privacy and security protocols, undergoes annual compliance audits, and is verified by the largest financial institutions.

## Business outcomes from industry-leading brands achieved with Glance

<b>20%</b>	<b>10%</b>	<b>18pt</b>	<b>20%</b>	<b>60%</b>	<b>40%</b>	<b>97%</b>	<b>394%</b>
reduction in AHT	boost in FCR	increase in NPS	higher CSAT	reduction in sales cycle time	boost in lead conversion rate	satisfaction rating	return on investment

# Instant collaboration that feels like magic

## Websites & Portals

Transform your websites, portals, and authenticated sites into instant, secure collaboration spaces.

- Cobrowse with customers
- Highlight, gesture, and scroll to guide the conversation
- Move between web content, PDFs, and company domains
- Offer limited form fill and navigation assistance
- Mask or redact sensitive data, fields, elements, or pages
- Securely share documents
- Invite more people to the session
- Escalate to screen sharing
- Humanize the interaction with video
- Ask customers to live stream their mobile camera

## Mobile

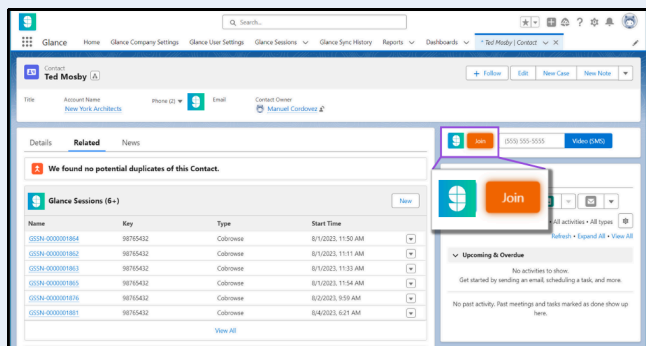
Bring instant human collaboration to smartphones and tablets.

- Cobrowse with customers in apps
- Highlight and gesture
- Humanize the interaction with video
- Mask sensitive data, fields, elements, or screens
- Ask customers to live stream their mobile camera

Mobile SDKs are available for iOS and Android devices. Glance also offers API access to our platform for various services.

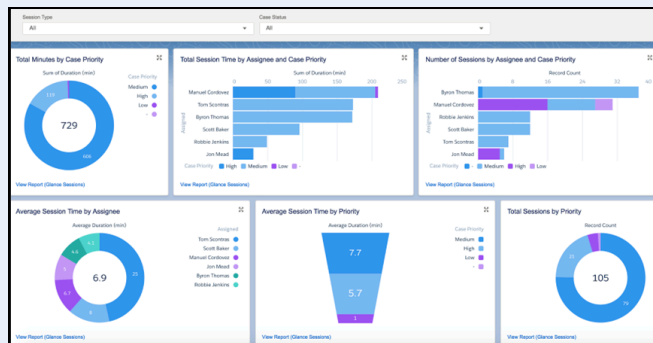
## 1-click connect

Join any customer in a Glance session from any Salesforce object, including Service Cloud.



## Data-rich interactions

Glance session data is captured for predictive modeling and interaction impact reporting.



## Why Companies Love Glance

**A Major Bank in the U.S.** sets a new standard in digital customer service with millions of Glance sessions annually - used by an estimated 1 in 4 customers with a CSAT rating of 97%.

**Intuit** changes the game for taxes with TurboTax Live: a Glance-powered experience that lets CPAs join Intuit customers during the process of filing their taxes.

**A Top Health Insurance Provider** increases Medicare enrollment and member satisfaction by using Glance to improve interactions on its websites and portals.

**Toast** delivers remote onboarding, training, device troubleshooting, and support, resulting in faster time to value, lower support expenses, and 20% higher CSAT ratings.



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