

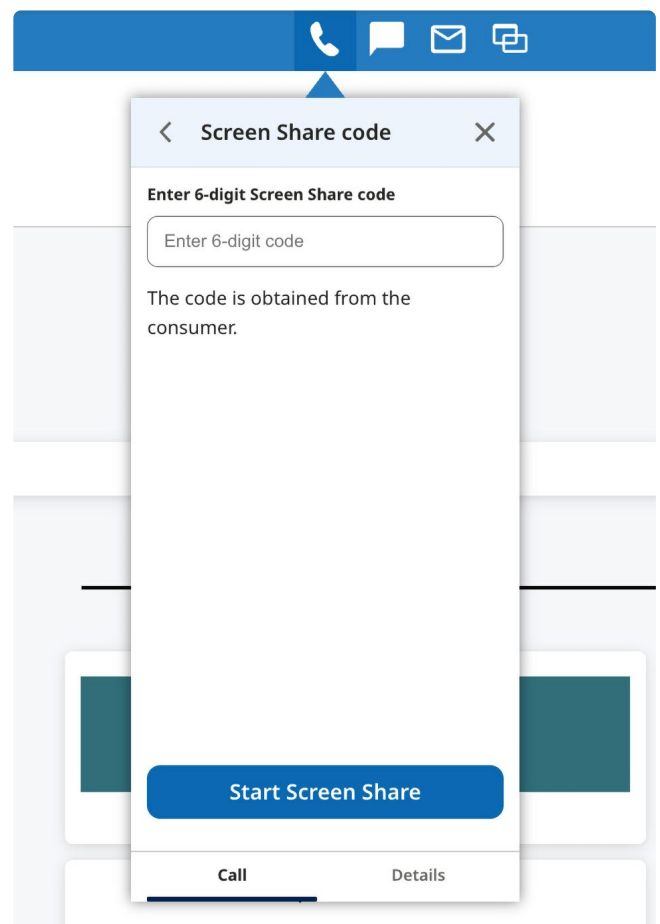


End the Guesswork and Deliver Immediate Support with UJET Screen Share

Why Visual Engagement is the New Standard for Service Excellence

As a contact center leader, you know that frustration kills customer loyalty and efficiency is everything. When a customer struggles to describe an issue on your website or mobile app, the call turns into a guessing game, driving up your Average Handle Time (AHT) and crushing your First Contact Resolution (FCR) rate.

UJET Screen Share (fka. cobrowse) is a powerful, real-time visual tool that changes this dynamic. It allows your agent, with the customer's permission, to view and interact with their web browser or application, turning a confusing conversation into a simple, shared experience. This direct, collaborative approach leads to faster resolutions and a vastly improved customer experience.



Are These Hidden Costs and Inefficiencies Holding You Back?

- **Longer Handle Times:** Describing complex problems verbally or sending multiple screenshots unnecessarily prolongs interaction time.
- **Customer Frustration and Churn:** When customers cannot easily complete a task or have to repeat information, they are far more likely to abandon a transaction or stop doing business with you.
- **Lower First Contact Resolution (FCR):** Without a clear, visual understanding of the issue, agents struggle to resolve problems on the initial contact.

The True Cost of "Try Clicking That Button"

The lack of real-time visual collaboration means you're constantly fighting a communication gap. By sticking to outdated methods, you accept a higher cost of service and sacrifice customer loyalty.

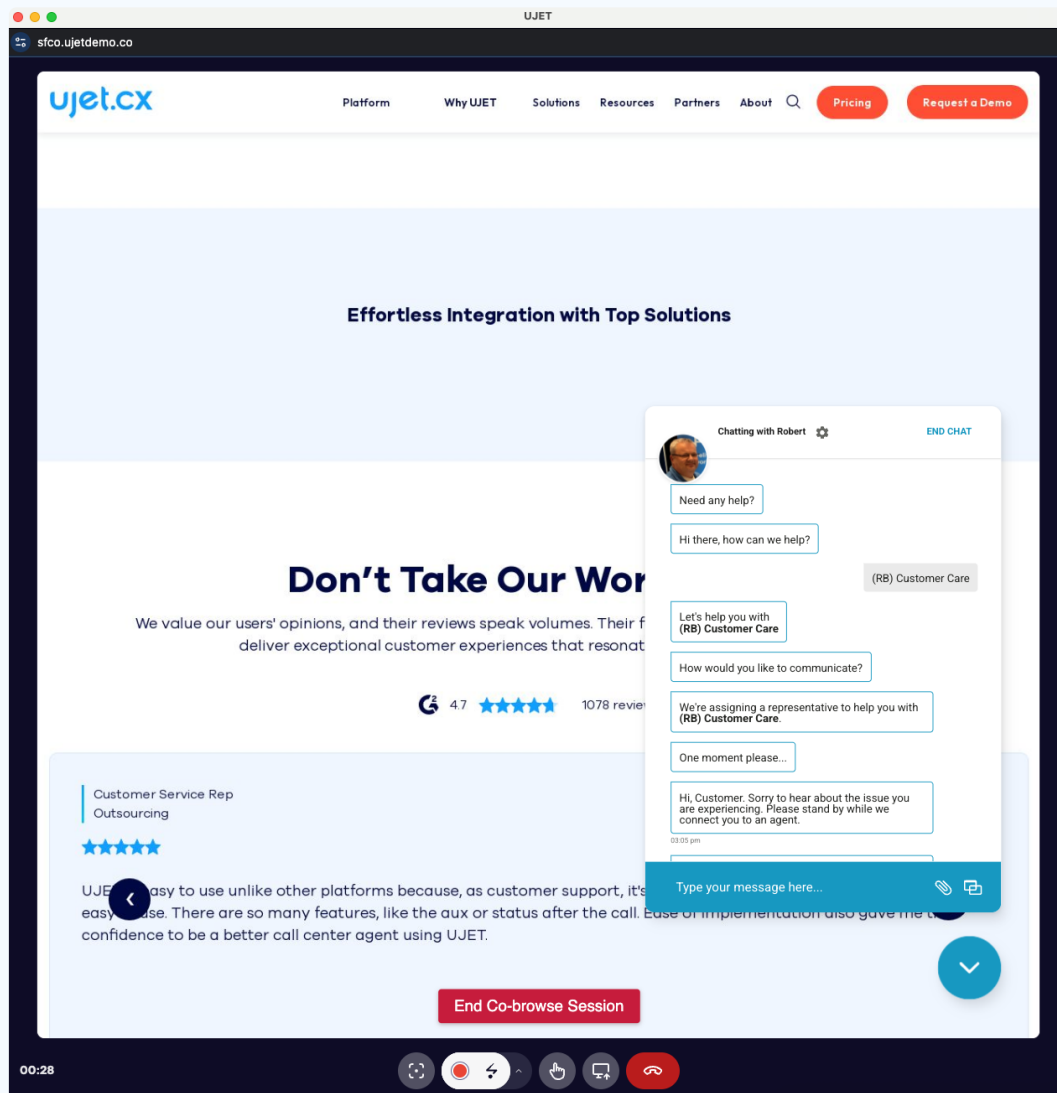
- Customer satisfaction rates can rise to 90% when using a Screen Share solution.
- Businesses report up to a 25% decrease in handle time with Screen Share technology.
- Implementing Screen Share technology can lead to a 15% higher resolution rate.

Friction Points Inhibiting Change: The Visual Void

Why do so many contact centers still struggle with this? Often, it comes down to friction—for both customers and agents. Legacy solutions require complicated software downloads or separate sessions, creating friction at the exact moment the customer needs help. Furthermore, integrating a new solution seamlessly into your agents' existing workflow can be a technical headache.

- **Friction from Downloads:** Traditional screen sharing often requires customers to install software or plugins, adding unnecessary friction and time.
- **Fragmented Agent Tools:** Agents have to toggle between their main contact center platform (CCaaS or CRM) and a separate Screen Share application, disrupting their workflow and slowing resolution.
- **Limited Platform Support:** Solutions that only work on web pages and not native mobile applications miss a huge part of the customer journey, especially for modern, mobile-first users.
- **Security and Privacy Concerns:** Customers are rightfully hesitant to share their entire desktop, demanding a solution that is secure and restricted only to the application or browser content.

UJET Screen Share: Instant Resolution Without the Friction





UJET Screen Share is a powerful, friction-free visual engagement tool built for the modern, omnichannel customer. It is instantly available on your website and natively within mobile applications with no downloads or plugins required for the customer. Available both natively within UJET's CCaaS platform or deployed over-the-top of any third-party CCaaS or CRM platform, UJET Screen Share gives your customer service representatives a single, powerful tool for real-time collaborative support.

- **Universal Platform Support:** Engage customers on web or natively from within iOS and Android applications.
- **Frictionless Session Initiation:** Initiate a session instantly via one-click connect, a simple 6-digit code, push notification, SMS, or email link.
- **Flexible Deployment & Integration:** Deploy as a tightly integrated component of the UJET CCaaS platform or seamlessly integrate it into your existing CCaaS or CRM agent desktop.
- **Agent-Controlled Guidance:** Agents can annotate the screen, scroll, navigate, and, with permission, take remote control to adjust settings or fill out forms, providing hands-on assistance in real-time.
- **Data Redaction and Security:** Maintain customer trust and compliance with granular data redaction capabilities to mask sensitive information by default, ensuring privacy.
- **Flipped Camera Mode:** For problems that aren't on a screen, use the mobile camera share feature to let the agent see what the customer is seeing in the real world to troubleshoot physical products or setups.





Start Building Experiences with UJET

UJET leads the way in AI-powered contact center innovation, delivering a future-proof, cloud platform that redefines the customer experience with cutting-edge AI, true multimodality, and a mobile-first approach. We infuse AI across every aspect of your customer journey and contact center operations to drive automation and efficiency. UJET's AI solutions empower agents, optimize customer journeys, and transform contact center operations for elevated experiences and actionable insights. Built on a cloud-native architecture with a unique CRM-first approach, UJET ensures unmatched security, scalability, and prioritized data insights (without storing PII). Designed for effortless use, UJET partners with businesses to deliver exceptional interactions, smarter decision-making, and accelerated growth in the AI-driven world.

Our Customers Attest Through Their Own Success

96%

likeness to
recommend

98%

of UJET customers
plan to renew

~90%

satisfaction rate of
cost to value

For more information on
transforming your CX,
request a demo at ujet.cx



**2025 Data Quadrant
Champion**