



TRANSFORM CX WITH THE POWER OF HUMAN CONNECTIONS

Glance: The Proven Leader in Guided Customer Experience

Join your customers in any digital property and personally guide them through important moments.

In the digital world, human connections are more crucial than ever. When high-value digital experiences are personal, complex, emotional, or hard to understand, customers need to be sure they're getting it right.

Glance transforms "do it yourself" into "do it together" by powering human connections inside your website or app for a one-of-a-kind customer experience.

Relationships build businesses, and Glance builds relationships. Negative digital experiences can lead to poor brand perception, frustrated customers, and abandoned transactions – especially when your competition is just a few clicks away.

Glance simply works. Customers never have to leave the context of the screen they're working in, and they never download any additional software, enter their login data, or share their personal information, ever.

Glance reduces customer friction by helping your team deliver in-the-moment, in-person:

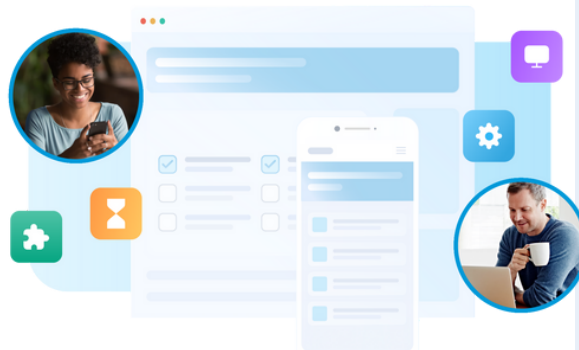
- Guided issue resolution
- Consultative transactions
- Expertise and advice
- Virtual training and onboarding
- Ongoing advisory services
- Personalized sales engagements

Any customer device, any browser, any operating system

Secure & reliable
Glance's patented, proven security means customers' data never leaves their screen.

Aligned to your brand
Meet users in a seamless, in-brand experience that's immersive and one-of-a-kind.

One-click connect
Customers and agents connect with just one click: nothing to download, ever. It's that easy.



Connect with just one click

One click inside your existing contact center or CRM tech stack connects agents with customers. Glance works with any off-the-shelf or homegrown voice, chat, CRM, or CCaaS solution. Pre-built technology integrations and Glance partnerships include:

- Salesforce
- Genesys
- Twilio
- ServiceNow
- Microsoft Azure
- ... and more

Switch modes seamlessly

Customers and employees can switch seamlessly between ways of communicating together, including:

- Cobrowse
- Screenshare
- Live video
- Mobile app share
- Mobile camera share
- Document share

Enterprise-grade security

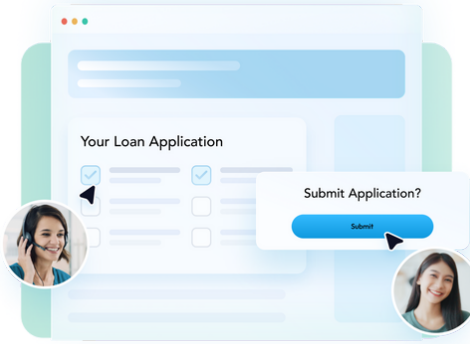
Glance pioneered the security approach that keeps personal data from ever leaving the customer's browser. Fortune 100 companies rely on Glance to support even the most stringent data privacy and security standards, addressing:

- PII
- HIPAA
- GDPR
- ISO

At a Glance – How it Works



Launch a guided CX session from any agent CRM or contact center technology to connect agents and customers instantly.



Agents see exactly what customers are seeing and provide human-to-human guidance.



Prevent the transmission of sensitive information and PII: masked data never leaves the customer's browser.

Why Companies Love Glance

A Major Bank in the US sets a new standard in digital customer service with millions of Glance sessions annually, ranging from everyday interactions to highly complex transactions.

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.

Constant Contact drives upsell opportunities by joining marketers inside their application for customized support and just-in-time training.

MindBody reduces the time it takes to handle support calls while improving customer satisfaction by delivering guided customer experiences with Glance.

Don't Just Take it From Us

"Glance takes our customer support to the next level. Our customers are in the field and on the go. Glance allows us to securely dial in and help navigate on their mobile devices ... Glance allows us to take that education into our own hands and guide our customers step by step to optimize yield and maximize profit."

– Erin Stephenson, Glance user



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