

5.3 Co-browsing Integration

Bright Pattern Documentation

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Table of Contents

Table of Contents	2
About	3

About

Bright Pattern Contact Center software integrates with Surfly, a co-browsing solution, in order to allow co-browsing between agents in the Agent Desktop application and customers viewing specific web resources. Co-browsing is an ideal solution for helping customers negotiate confusing web pages, fill out complex forms, and so forth.

The *Surfly Integration Guide* describes how to do the following:

- Configuring your Surfly account's settings to optimize Bright Pattern Contact Center integration
- Configuring a co-browsing integration account
- Adding the integration account to a messaging/chat scenario entry
- Training your agents how to operate co-browsing with customers