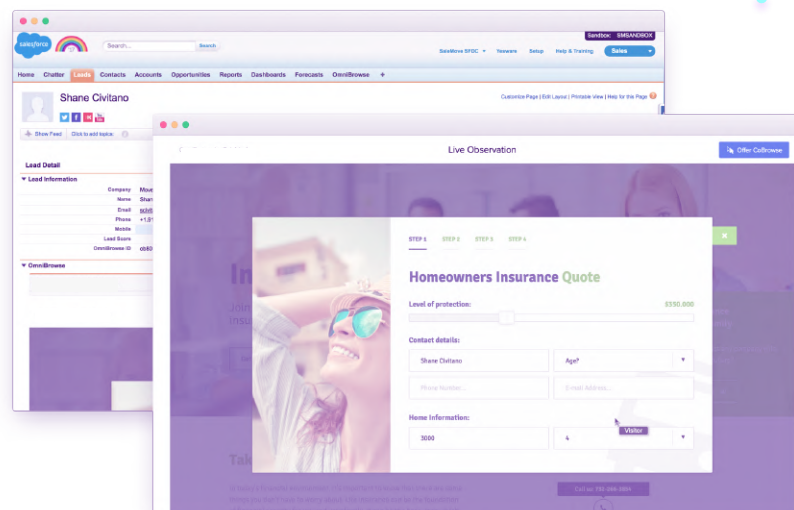


Glia Call Visualizer

Get Your Agents on the Same Page with Callers

Visual Engagement for Your Contact Center

Call Visualizer by Glia helps you improve first-call resolution, average handle time, and customer satisfaction. Empower your representatives to add immediate context to any phone conversation by tying offline phone calls to live web sessions where they can take advantage of live observation, CoBrowsing, video & surveys.



Call Visualizer is designed to work with your existing phone system and embed within your CRMs and business applications. It delivers rich visual engagement to your agents, allowing them to have instant live observation and full, dual-cursor CoBrowsing capabilities to better support customers.

With the click of a button, Call Visualizer allows you to transform any support call into a fully immersive visual engagement with rich context for faster and more intelligent conversations. Agents can deliver a more personal touch by adding one-way or two-way video to phone conversations

Success you can see

Customers leveraging Call Visualizer have already achieved:

- 300% increase in online conversion rates
- 25% decrease in average handle time
- Increased customer satisfaction scores

With more than 60% of customer support calls originating from a company websites and mobile apps, isn't it time to let your agents see the whole picture?

To see Call Visualizer in action, visit [Glia.com](https://glia.com) and request a demo today!