

Collaborative Browsing (Co-Browse)

<h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

</h2><h3>Typical

scenarios</h3> Mobile Web (mWeb) Expand the accordions in the

Instructions/Steps to Resolve section in the <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1524#InstructionsStepst

oResolve" target="_blank">eBay for Mobile Web (mWeb) article Most

of the scenarios described in those accordions can benefit from CoBrowse

Mobile - iOS and Android Expand the accordions in the Instructions/Steps to

Resolve section in the <a

href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=guide1473"

target="_blank">eBay app for iOS & Android article Most of the

scenarios described in those accordions can benefit from CoBrowse Technical

issues (member report) Check the detailed troubleshooting steps in the

Instructions/Steps to Resolve section in the <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452#InstructionsStepst

oResolve" target="_blank">Technical issues troubleshooting cache, cookies, browser, bugs, TIP

tool article If you cannot replicate member's issue, offer

CoBrowse Use Co-Browse to gather information about the bug, and report it to

eWatch Note: If you experience an issue with the Co-Browsing tool itself,

report it via email: <a

href="mailto:DL-eBay-Co-browse-feedback?subject=Co-Browsing%20tool%20issue%20-%20team

mate%20report">DL-eBay-Co-browse-feedback <h2>GUIDE.SUMMARY Internal

Information What Co-Browse (also known as "Co-Browsing",

"CoBrowse", and "Collaborative Browsing") is a tool we can use to help

our members more effectively It enables the member to share their eBay view with

us, so we can guide them through their current process or issue There are 2 ways

to join a session, both from Communicator:

- With Presence ("1 click join" or "One-Click join"): if the member is signed-in you will be able start the CoBrowse session immediately
- With a code: if the Presence option is not available, member will click on a link to generate a code. You will use that code to start the CoBrowse session

 Customer will always be presented with a [Terms and Conditions view](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1614&ViewLocale=en_US#MemberNotice), before the session starts

Co-Browsing availability

- If you are not part of the group of teammates testing this tool, please ignore this CSKB article
- Co-Browsing availability is linked to specific ASAC permissions, for now
- The Co-Browsing button in Communicator will be visible for teammates with those permissions only

Benefits

- We can see exactly where the customer is located on the page and we can guide them with greater confidence and accuracy
- Member surveys for interactions in which CoBrowse was used, average 13%-14% higher nCSAT (data from Jan 2019)
- Timelines
- CoBrowse is in testing phase at the moment (H1 2019), for a limited group of teammates

GUIDE.RELATED_LINKS CSKB articles

- [eBay for Mobile Web \(mWeb\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1524)
- [eBay app for iOS](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1473)
- [eBay app for Android](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1474)
- [Technical issues troubleshooting cache, cookies, browser, bugs, TIP tool](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452)

href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1653"

target="_blank">Managed payments

</h2></h2>GUIDE.TALKING_POINTS What do you mean by "joining my session"?

 This will allow me to see where you're at on the eBay site or app

You will be able to see my cursor and I can guide you through the site I will

be able to highlight areas, and scroll the page up and down in some cases (desktop/mWeb

only) I will not be able to click on any links or buttons, type in any field, nor see

sensitive information (<a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/CoBrowseJa

n_2.png" target="_blank">example here) You can stop the session at

any moment What exactly can you see on my screen? I cannot

actually see your full screen, I can only see the eBay site Within eBay, any

password fields, credit card forms, etc. will all be blocked from my view (<a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/CoBrowseJa

n_2.png" target="_blank">example here) I can't see other browser

tabs, programs, your desktop, etc I can't see the back, forward, home buttons, or

any other browser information What exactly can you see in my app?

I can only see your activity within the eBay app, and nothing else If

you close the app, the sharing session stops until the app is opened again Within

eBay, any password fields, credit card forms, photo galleries, etc. will all be blocked from my

view (<a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/CoBrowseJa

n_2.png" target="_blank">example here) (Teammate) The 1-Click

button ("Join with Presence") is continuously turning grey/blue Internal Information

If the 1-Click button continuously changes between blue and grey while speaking with the

member, it means they are currently navigating through the site When a member

moves from page to page, 1-Click may become temporarily unavailable until the next page finishes loading.

- If the button remains grey after previously being available, ask the member to:
- Go to the eBay.com home page, or
- Go to eBay.com/GuideMe

(Teammate) The full Co-Browse screen turned grey! I cannot see what the member is doing anymore

Internal Information

- This is not a bug
- Not all eBay pages are visible for teammates
- There are a small number of pages where co-browse doesn't work

See more details about https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1614&ViewLocale=en_US#views

"lost" Co-Browse

(Teammate) Speed issues with the tool. Co-browsing takes a long time to load if the member is clicking on things too fast

Internal Information

- It's likely that the user has a slow connection. This affects the teammate's speed too
- You can advise the customer to wait till you are caught up

GUIDE.DETAILED_INFORMATION

Subsection	Contents
Internal Information about Co-Browse (teammate)	
When to use it (general and detailed guidance)	
Navigation advice	
Co-browsing etiquette (behavioural tips)	
Starting a Co-Browse session (member)	
Desktop	
mWeb	
iOS	
Android	

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1614&ViewLocale=en_US#starting

Starting a Co-Browse session (member)

- Desktop
- mWeb
- iOS
- Android

en_US#views">Co-Browse views</td> <td> Active Co-Browse view Lost Co-Browse view </td> </tr> </tbody> </table> <hr> Internal Information about Co-Browse General guidance If you believe offering Co-Browse will help you assist the member, offer it When a member is struggling to complete a common action or task, Co-Browse will allow us to clearly guide them on how to perform the action themselves Over time, this should decrease the members reliance on us to take certain actions Any resolution where we need to guide the member on the site will benefit from starting a CoBrowse session Co-Browsing is not a last resort. If you find yourself saying Do you see this or Click the eBay logo to go back to the home page - offer CoBrowse! Typically, you will always offer it if the member: Is brand new to our site Seems to have a low tech knowledge level Explicitly asks for help navigating the site Seems to be unfamiliar or is struggling with site navigation Is experiencing a tech issue that we cant replicate on our end Detailed guidance <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="2"> <h3>Determining when to use Co-Browse</h3> </td> </tr> <tr> <td colspan="1" valign="top" width="35%"> Before beginning this workflow </td> <td colspan="1" valign="top"> Complete call introduction, verification if needed, and issue discovery </td> </tr> <tr> <td colspan="1" valign="top" width="35%"> Step 1. Is the member inquiring about any of the below scenarios? Buy Troubleshooting checkout errors Retract a bid Change shipping/registration address Cancel a transaction Sell General listing form questions Setting up buyer requirements Block bidders/buyers Send feedback revision Setup UPI assistant

 Setting up business policies Creating sales in markdown manager Setup combined postage rules

Managed	Payments	(<a
<a "<a="" &="" ><img="" >="" >general="" >more="" >yes="" <="" ("know="" 2<="" a="" a>"<="" a>)<="" above="" account="" alt="" and="" call<="" can="" checkout="" checks)<="" co-browse="" co-browse="" co-browse:="" co-browsing<="" colspan="1" contact="" cursor="" customer"="" described="" do="" don't="" ebay="" else<="" em><="" end="" error<="" flow<="" flows="" general="" guidance="" guide="" guidelines="" height="14" here<="" how="" hr><img="" href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1614&ViewLocale=en_US#internal" hub="" i="" if="" in="" info="" information="" information<="" join="" judgment.="" kyc="" last="" li>="" li>i'd="" li>you'll="" li>continue="" li>end="" li>go="" li>guiding="" li>helping="" li>if="" li>offer="" li>say:="" li>see="" li>showing="" li>troubleshooting="" li>use="" love="" managed="" matches="" member="" mind="" my="" nothing="" of="" offer="" on="" onboarding="" only="" payments="" payouts="" remedy="" resolution="" review="" row="" see="" seller="" session="" sharing="" snippetsin="" so="" solve="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" start="" step="" table<="" table,="" target="_blank" tbody="" td="" td>="" td><="" the="" their="" this="" this.="" through="" to="" together?<="" ul>="" under="" until="" update="" use="" valign="top" various="" walk="" we="" when="" width="14" will="" window,="" with="" workflow<="" you="" you.="" your="">		

</tr> <tr> <td colspan="1" valign="top" width="35%">Step 2. Does member accept to initiate the Co-Browse session? </td> <td colspan="1" valign="top">YES Go to Step 3 <hr> NO Continue with resolution until end of call End of workflow </td> </tr> <tr> <td colspan="1" valign="top" width="35%">Step 3. Is member logged in? </td> <td colspan="1" valign="top">YES If the member is signed-in, you will be able to push the CoBrowse session to the member automatically (do not need to enter a code) Click Co-Browse icon in Communicator and select 1 click join Ask member to review Terms and Conditions and select Start Sharing Continue through resolution (including any additional queries) If member doesn't end the CoBrowse session on their side: end it proactively Say: Thanks for allowing me to join your eBay session. Im glad we were able to resolve this. I have now ended our sharing session Close the Co-Browse session by clicking on the g at the upper right corner, and then on "End Session Set expectations Say: If you need to contact us in the future, just know that Co-browse may not always be an option.We are in the process of testing this tool and not all support representatives can utilize this feature End of Workflow <hr> NO

 Help member locate the Start Sharing link Desktop: Link is at the bottom of Help & Contact (see here) Android: Link is at the bottom of the Hamburger menu (see here) iOS: Link is at the bottom of the My eBay & Settings page (see here) Ask member to review the Terms and Conditions and generate a code <a

Navigation advice

- You don't need to be logged into the member's account (piggybacking) to join the Co-Browse session
- You cannot click links on the customer's behalf, nor take any action on their account, from the Co-Browsing window
- Clicking on a link will mark the link on the customer's view
- The member will see your mouse pointer whenever you move it around in your Co-Browsing window
- You can "click and drag" your mouse pointer to create a square, highlighting important areas for the member
- If the member taps the screen (mobile) or clicks their mouse (on the desktop version), you can see a red circle emerging from that area
- You can scroll up and down for the member

Co-browsing etiquette (behavioral tips)

- Don't use the term "screen share" with the member. Say "sharing session" or "join your eBay session" instead
- You are not initiating the session; you are just joining it (the member is initiating the session on their end)
- Move your cursor away from the Co-Browse window when idle
- Avoid exaggerated or strange cursor movements:
 - Quick circular motions
 - "Fidgety" movements
- Be aware of your movements, and only move your mouse when you are calling out an action for the customer
- Don't just use your mouse pointer to "gesture" with movement
- Accompany pointer movements with clear, short, and direct instructions
- Click and drag to mark relevant areas/links
- Move pointer slowly
- Allow the member time to follow your movements
- You can scroll a page remotely
- Prior to scrolling on a screen, inform the customer that you will be doing so to avoid any surprise

Starting a Co-Browse session

	(member)	Desktop	
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[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/Desktop%20initiation.png)

[src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/Desktop%20initiation.png">](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/Desktop%20initiation.png)
[mWeb](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/mWeb%20initiation.png)
[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/mWeb%20initiation.png)
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[iOS](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/iOS%20initiation.png)
[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/iOS%20initiation.png)
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[Android](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/Android%20initiation.png)
[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/Android%20initiation.png)
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[Co-Browse views Active Co-Browse view](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/views1.png)
[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/views1.png)
[src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/views1.png">](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/views1.png)
[Lost Co-Browse view Losing Co-Browsing](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[The Co-Browsing view may be lost if member navigates to a page that is not supported](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[The Co-Browse screen for the teammate will go gray](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[The Stop Showing button on the member's screen disappears](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[Best Practice: Make the customer aware that you cant see this particular page](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[If the member navigates back to a page where Co-Browse is supported, the Stop Showing button reappears and the session is activated again](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[Please escalate to](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[DL-eBay-Co-browse-feedback](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[immediately if you:](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)
[Are unable to](mailto:DL-eBay-Co-browse-feedback?subject=Feedback%20about%20Co-Browse%20tool)

see a particular eBay page that you feel you should be able to see

- Are able to see any private/personal information you believe you shouldn't see

[Click here for higher resolution image](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/views2.png)

This is the complete list of the only eBay pages in which Co-Browse is not supported, as of Jan 2019 (click on links for screenshots):

[Forgot Password Flow](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/FYP.png)

[C2C Search Listing Page](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/C2CSearchList.png)

[C2C Search Listing Results Page](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/C2CSearchListResults.png)

[B2C Search Listing page](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/B2C%20Search%20Listing%20page.png)

[Print Shipping Label](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/Print%20Shipping%20label.png)

[One Time Payment Method](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse/OneTimePaymentMethod.png)

https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrowse

e/AutomaticPaymentMethod.png" target="_blank">Automatic Payment Method

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/Seller%20Fee%20Invoice%20Page.png" target="_blank">Seller Fee Invoice

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/Send%20Invoice%20to%20Buyer.png" target="_blank">Send Buyer Invoice

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/UPl.png" target="_blank">Open an unpaid item case
href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/Seller%20Hub%20Performance%20Tab.png" target="_blank">Seller Hub Performance
Tab
href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/Sell%20Phone.png" target="_blank">Sell Your Phone
href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/Change%20Account%20Type.png" target="_blank">Change Account Type

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/The%20eBay%20Community.png" target="_blank">The eBay Community

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows
e/ebay%20Affiliates.png" target="_blank">eBay Affiliates
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e/Report%20an%20Item.png" target="_blank">Report Item
href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1614/lost_cobrows

e/Report%20Buyer.png" target="_blank">Report Buyer
href="https://community.ebay.com/t5/Announcements/bg-p/Announcements"
target="_blank">Announcements </h2>