

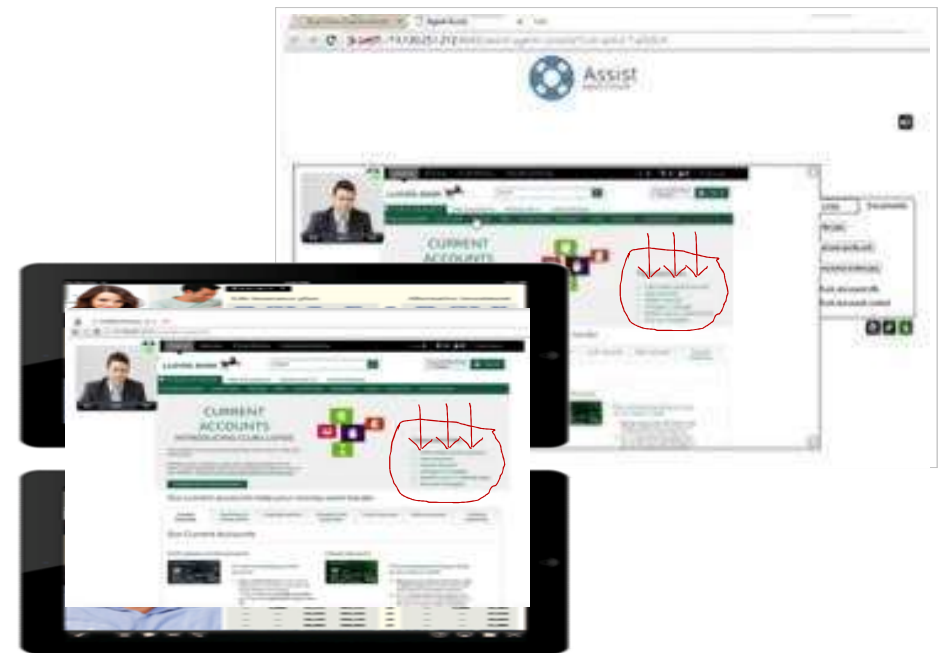
# Live Assist – High Level ARCH

2019

# CBA Live Assist®

## Delivering rich, meaningful, real-time assistance between customers & experts

- Real-time voice, video & IM communications
- App or web-based
- App-specific screen sharing
- Co-browsing & app-control
- Annotation
- Expert can push helpful documentation, images & video
- One-way video or two-way
- **Session correlation**
- **Independent of voice/video session**

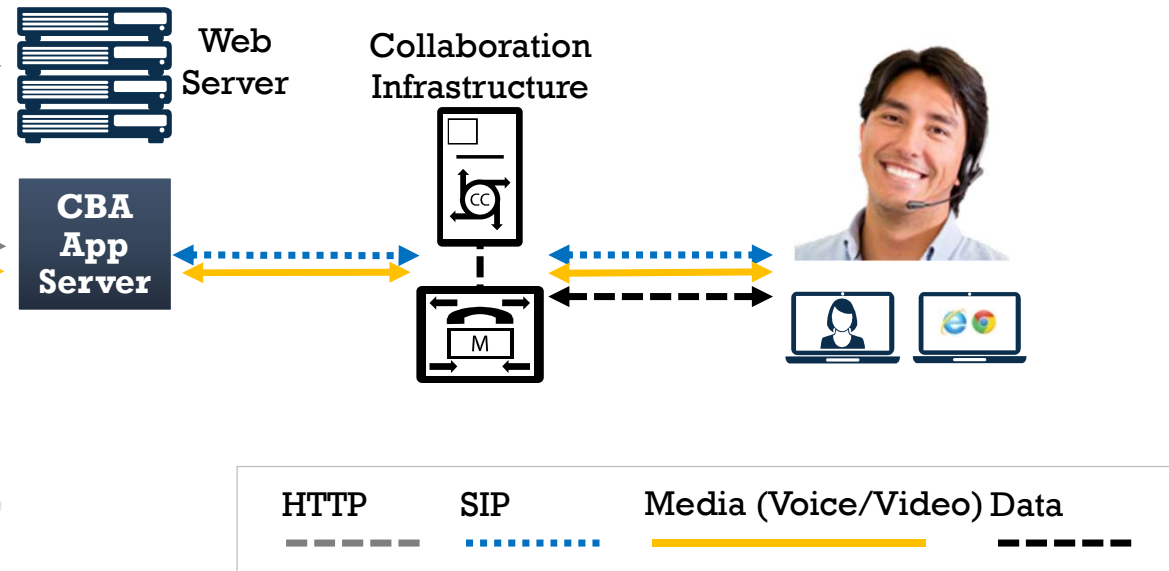


# How We Fit

Customer or Partner  
Employee



Enterprise Expert  
CC Agent



**Native App Integration & Reuse Of Existing Collaboration Infrastructure**

# Architectural Details

