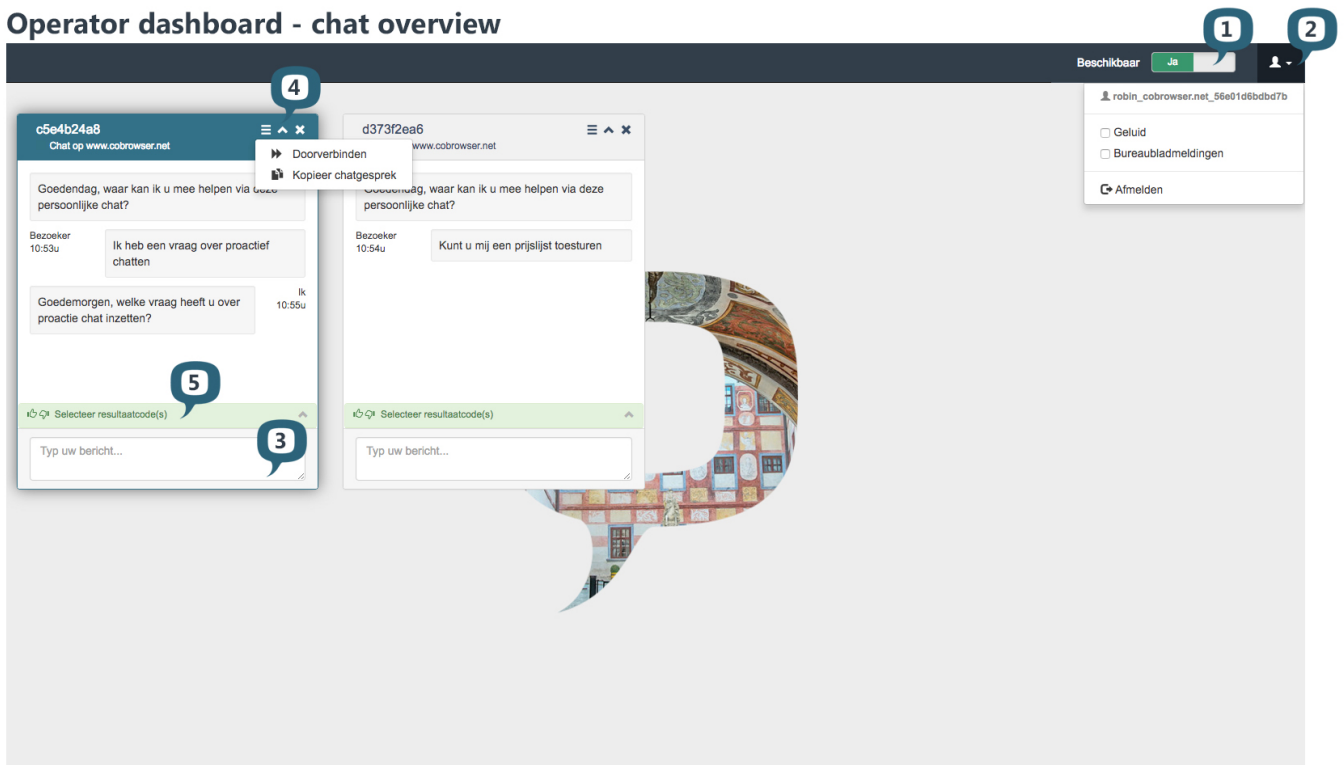


Cobrowser – V3 Operator Dashboard

Overview of commonly used functions

Operator dashboard - chat overview



Chat overview

1: Availability –Yes / No




2: Account options

- Sounds notifications
- Desktop notifications
- Sign out

3. Your text entry

Type your text to the visitor. On enter it will sent the text to your visitor

4. Options:

-  Transfer chat and Copy chat transcript
-  Details view
-  Closing chat

5. Result codes

Operator dashboard - detailed page view

The screenshot displays the Operator dashboard interface. On the left, a chat window for 'Chat c5e4b24a8' is active, showing a conversation with a visitor. The chat history includes a greeting and a question about proactive chat. A 'Scherm delen gestart' (Screen sharing started) notification is visible. Below the chat, there is a text input field for typing a message. On the right, the 'cobrowser.net' interface is shown, featuring a navigation menu with links to Home, Uitleg & Voordelen, Mogelijkheden, Referenties, and Tarieven. A prominent yellow banner reads 'LOI: 'Wij zetten chat in als een studieadviestool''. Below this, a large image shows a person using a laptop, with a blue overlay containing the same LOI text and a 'Lees verder' (Read more) button. At the bottom, a list of partner logos is displayed, including Drukwerkdeal.nl, nationale vacaturebank, bol.com, beslist.nl, oxxio, Universiteit Utrecht, and ONV. A footer section titled 'Mogelijkheden CoBrowser.net Software' is also visible.

Detail page view

8. Canned responses

When enabled, canned responses will be shown.

9. Cobrowsing

When enabled, cobrowsing screen will be shown.

10. Chat overview

All open chats.