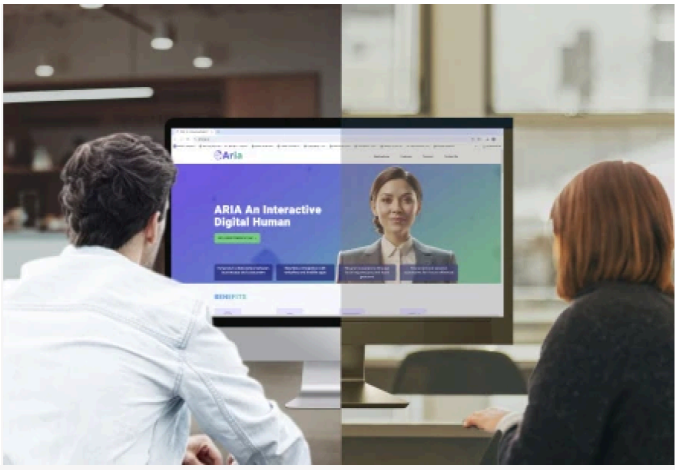
Case Study

# Transforming Customer Support with Secure Co-Browsing Solution




One of the customer support institutions sought to build a co-browsing solution that allows sharing only the browser window without sharing the entire screen. This feature aimed to enhance privacy and streamline support interactions by focusing solely on the relevant browser content.

## Product Features

- **Co-browser for Simple and Complex Websites**
  Enables seamless co-browsing for both simple and complex web applications.
- **User Management, Join and Leave Sessions, End Session**
  Facilitates efficient user management with options to leave or end sessions.
- **Multiple User Support**
  Allows multiple users to participate in a single co-browsing session.
- **Multiple Simultaneous Sessions Support**
  Supports multiple co-browsing sessions running concurrently.
- **Interactive Controls (Mouse and Click Simulation)**
  Assign unique color to mouse cursor to show user interaction; enables simulation of mouse movements and click events for all users.
- **Link Navigation and Agent-Controlled Scrolling**
  Allows agents to navigate links and scroll pages; control session to follow only moderator and block free navigation of others.
- **Annotations Support during Co-browsing**
  Provides tools for annotating web pages during co-browsing sessions.
- **Dynamic Scale-Out of Headless Server**
  Dynamically scales out headless servers to manage session loads.
- **Co-browse iOS and Android Applications**
  Extends co-browsing capabilities to iOS and Android applications.

## Key Technical Achievements

- **Customization & Collaboration**
  Customizing the solution to meet diverse collaboration needs.
- **Scale and Session Management**
  Handling numerous concurrent headless browser sessions.
- **User Experience & Privacy**
  Ensuring a seamless user experience, technical compliance, and protecting user data during sessions.

## Technologies Used

- **Server-Side:** Node.js, Kurento Media Server.
- **Communication:** WebRTC.
- **Development SDKs:** Custom built Co-browsing SDK.
- **Client-Side Platforms:** Browsers, Android, iOS.

- **WebRTC Audio/Video Support**
  Integrates WebRTC for real-time audio and video communication during sessions.

## Results

- The system allowed users to Co-browse simple and complex websites without using Screen Sharing.
- Supports co-browsing on iOS and Android applications, ensuring seamless collaboration across different devices.
- The system supports a large number of concurrent co-browsing sessions, suitable for businesses of all sizes.
- Offers annotation tools and audio/video conferencing capabilities during sessions, enhancing problem-solving.
- Utilizes a secure server-side solution to ensure the confidentiality and integrity of co-browsing sessions.

## Conclusion

SpringCT developed a WebRTC-based co-browsing solution, enhancing customer support by allowing browser window sharing while ensuring privacy. This system supports multiple concurrent sessions, mobile applications, and real-time collaboration tools, making it ideal for businesses of all sizes.

© 2007-2026 Spring Computing Technologies, All Rights Reserved.