

# HOW IS CBA LIVE ASSIST DIFFERENT?



# CBA LIVE ASSIST COMPARED TO COMPETITORS

| Product Features*  |  CBA Live Assist |  Cobrowse.io |  Crisp |  Pexip |  Upstreamworks |
|--|---|--|---|---|---|
|  Live voice & video | ✓   | ✓  | ✗   | ✓   | ✓   |
|  Co-browsing        | ✓   | ✓  | ✓   | ✗   | ✓   |
|  Annotations        | ✓   | ✓  | Limited   | ✓   | ✓   |
|  Document Push    | ✓   | ✓  | ✗   | ✗   | ✗   |
|  Security         | Mask sensitive data, ISO/IEC 27001 Certified and GDPR   | Mask sensitive data, ISO 27001 Certified, GDPR, CCPA, and HIPAA                                | -   | Trusted   | Mask sensitive data, HIPAA and GDPR   |

\* Features may be subject to change and should be verified on each vendor's website.

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| Product Features*  | CBA Live Assist                | Cobrowse.io                                       | Crisp  | Pexip   | Upstreamworks                               |
|--|--------------------------------|---|--|---------|---|
|  On-cloud                 | ✓                              | ✓   | ✓  | ✓       | ✓   |
|  On-prem                  | ✓                              | ✓   | ✗  | ✓       | ✓   |
|  Support for web browsers | ✓                              | ✓   | ✓  | ✓       | ✓   |
|  Support for mobile SDKs | ✓                              | ✓   | ✗  | ✗       | ✗   |
|  Integrations           | Cisco, Avaya, Asterisk IP-PBXs | Zendesk, Genesys, Salesforce, Freshdesk, Intercom | Pipedrive, M365, Hubspot, Salesforce, Slack etc. | Genesys | Amazon Connect, Cisco, Webex Contact Center |

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