# What is screen sharing?

Screen Sharing or desktop sharing technology enables you to share your entire screen or a specific window with other computers. Using specialist technology or plugins, presenters can give remote users permission to view on-screen activity from their own device. Screen sharing is sometimes confused with 'Team Viewing' or remote desktop capabilities. Whilst all three techniques allow a remote device to view a computer screen, screen sharing technology does NOT grant permission to control or make changes to the viewed computer. For this reason, screen sharing is primarily used as a collaboration and presentation tool. In this capacity, it can dramatically improve your sales, support and customer service!

Screen Sharing

# What are the applications of screen sharing?

## Perfect pitches and meetings

Executing the perfect sales pitch over the phone can be tough, but it doesn’t need to be. Desktop sharing makes it possible to show remote attendees everything your business offers without even leaving the office. Take prospects virtually by the hand and guide them through your product or service offerings. Whether you need to carry out meetings or present pitch decks and sales presentations, you will save time and expense by conducting them remotely using screen sharing in conjunction with your video conferencing solution.

## Train customers and staff effectively

Easily roll out new products and services across your business sharing your desktop with multiple meeting participants. The physical limits of the office are no longer a barrier as you use screen sharing to collaborate with team members in real-time, regardless of where they are located in the world! By sharing the same screen content, such as an image, a graph, or a chart, your participants can see exactly what you are referring to avoiding any confusion or misunderstanding.

## Boost your customer service

Screen share can also be used in a customer service or support capacity. Troubleshoot customer and colleagues queries, regardless of the distance between you! Your employees can be in any location and can still collaborate and learn from fellow team members. Additionally, customers who need assistance with new software, working through technical problems, or changing settings can use a screen sharing feature to have a 1-1 conversation with a technical advisor who can walk them through step by step.

# What are the benefits of screen sharing?

Using a screen sharing feature saves time and money. Rather than having to travel to your client's site each time you want to discuss a new sales opportunity or offer training, you can conduct the session remotely without needing to worry that key information will get lost in translation. By incorporating sharing alongside your video conferencing solution, you'll reduce local travel and the need for oversea's business trips- just imagine the financial and environmental benefits! Invite your customers to a web meeting, begin sharing your screen and interact with them as if you were face to face.

# What does 3CX offer?

3CX's integrated secure video conferencing software transforms two-dimensional audio communication into an interactive, audiovisual experience that makes meetings more productive. Simply launch or schedule your WebMeeting session, invite the desired participants and click the screen share icon to get started! You can even screen-share with video and audio playback to add some flair to your presentations! There's no need to purchase any additional software or install a plugin, all that's required is an active internet connection and a google chrome or safari web browser.

# Key features:

- Share your desktop and other applications
- Easy to use
- Share documents and files
- Text chat and file transfer
- Whiteboard feature
- Screenshare with Audio

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