



Case study by  Cobrowse



Lightspeed Cuts Repeat Contacts and Boosts Agent Confidence With Cobrowse

Lightspeed's global support team found something rare. A support tool that agents actually love using and customers notice.



3,000–4,000+ Cobrowse sessions per month



Significant reduction in repeat contacts



Higher agent confidence and stronger employee engagement scores



Faster and more accurate phone resolutions



Zero customer training required and near instant agent adoption

BUSINESS SECTOR

Unified Commerce / Cloud POS

CUSTOMER SINCE

2025

LOCATION

Canada

TEAM MEMBERS

EMEA, NOAM & APAC

FOUNDED IN

2005

DEPLOYMENT

Global Cloud

INTEGRATIONS

Intercom & Zendesk

How Lightspeed Transformed Complex Hospitality Support

Lightspeed is the POS and payments platform powering restaurants and retail businesses at the heart of communities in over 100 countries. Their flagship hospitality product, Lightspeed Restaurant, drives ordering, payments, printing and device configuration across mobile iOS and shared POS hardware technology in high-speed restaurant environments.

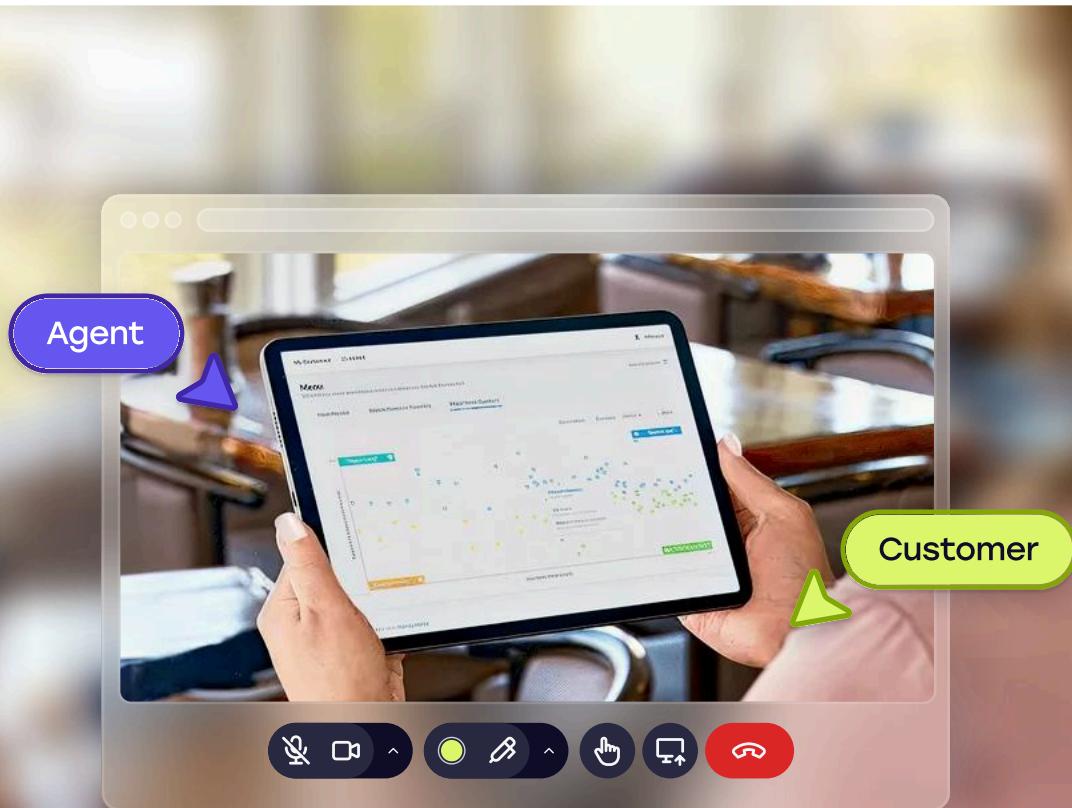
It is powerful. It is flexible.
But that same power made support incredibly difficult.

Agents spent valuable time asking exploratory questions, guessing at configuration states

and relying on customers to send grainy photos of screens or hardware setups. For restaurants dealing with live service, long discovery cycles were not an option.

Lightspeed needed a way for agents to instantly see both the software experience and the physical environment. That meant visibility across iOS, web and mobile, and a way to look at hardware without asking operators to fumble with their camera or switch apps.

They chose Cobrowse.



Why Cobrowse Was the Breakthrough

■ Instant visibility across iOS, software and hardware

Cobrowse eliminated the blind spots. Agents can see exactly what is on the screen, and with mobile camera share they can also see terminals, printers, routers and other hardware in real time. No downloads. No installs. No friction.

■ Built directly into Intercom and Zendesk

Cobrowse lives inside the tools Lightspeed already uses. No extra tabs. No workflow disruption.

■ Enterprise safe by design

Customers stay in control of what is shared. Security and governance remain intact.

■ Shockingly easy rollout

One training deck and one week of reminders for agents. Zero customer enablement.

“While some handle times have increased, re-open rates have decreased, as agents are empowered to resolve more issues on the first contact.”

Angelo Livanos
Vice President of Global Support



Adoption Exploded and So Did the Impact

Within weeks, Cobrowse became one of the most heavily used tools in Lightspeed's support stack.

3,000–4,000+ sessions per month and climbing

From a few hundred sessions in month one, usage grew rapidly as agents defaulted to Cobrowse for nearly every troubleshooting scenario.

Repeat contacts dropped sharply

Chats sometimes take a little longer, but they do not reopen. Customers do not come back through other channels.

Phone resolutions got faster

Stronger collaboration between Support and Product teams reduced guesswork, accelerated investigation, and shortened resolution cycles.

Agent confidence surged

Agents described Cobrowse as “life changing”. It is now part of every new agent's onboarding toolkit.

Customers called it out in CSAT

Cobrowse visibility created surprise and delight moments during support interactions.

Expanding Beyond Support

Cobrowse quickly spread past break fix support.



Implementation teams began using it during onboarding for new restaurants.



Partner networks requested access after seeing the value.



Training teams adopted it to accelerate product education.

Lightspeed now plans to evaluate Cobrowse for broader retail support.

The Results

Across the first 9 months:



3,000–4,000+ monthly sessions



Reduced repeat contacts across chat



Faster and more accurate phone troubleshooting



Higher agent confidence and stronger engagement scores



Widespread adoption across multiple teams



CSAT improvements tied directly to software and hardware visibility

Cobrowsing is evolving

Harness the power of Cobrowse to enable both agents and customers to succeed.