LOOKIT

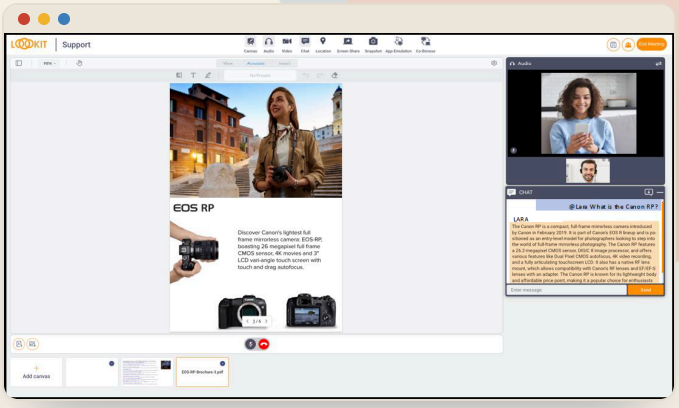
Live visual customer service

NOT A CHATBOT

See it. Understand it. Solve it, together.

Loookit puts your support agent and your customer face to face, right in the browser. Nothing to download, nothing to learn, and no IT involved.

- No app to install: customers join from a link or a QR code
- Share what you see, for clear and easy support
- AI that works for your agent, so a person stays in the conversation



No app required
Runs in the browser

Secure
Encrypted end to end

Connect instantly
QR code, link, text

Any device
PC, phone, tablet

Key features

CONNECT

Many ways to start a session, instantly

- **QR code** — Scan to connect
- **Link** — One tap to join
- **Text or email** — Invite with a message
- **Passcode** — Connect securely from your site

SEE

Understand the situation in real time

- **Screen sharing** — Share a screen live
- **Camera sharing** — See what the customer sees
- **Snapshot** — Capture a still with one click
- **Location** — Share location and maps

COMMUNICATE

Get to the point, clearly

- **Drawing** — Annotate right on the view
- **Whiteboard** — Explain it visually
- **Files** — Share images, PDFs and documents
- **Audio and video** — HD calls, smooth conversation

SECURE

Enterprise-grade security and management

- **Encryption** — End to end
- **Secure cloud** — Scalable SaaS service
- **Session logs** — Record and report sessions
- **Multi-tenant** — Access by organization and department

Built in: help every agent solve more

LARA

The Loookit AI Resource Assistant finds answers in your manuals and past cases while the session is live, and hands them to the agent.

Loookit Lens

Select what the camera sees and look it up: products, parts and documents, in the moment.

Loookit AppShare

Operate an app together with the customer, so a stuck task is finished in one session.

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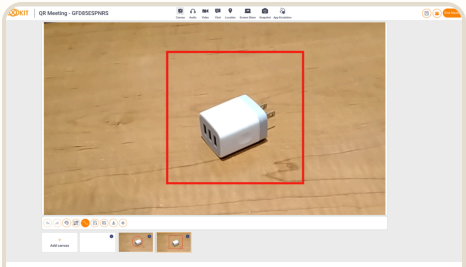
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How a session works



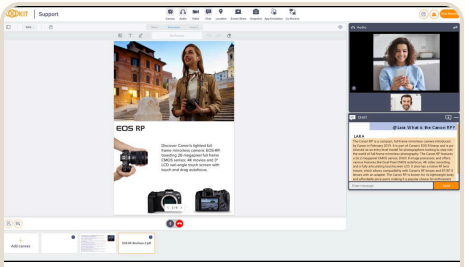
1 Connect

The customer scans a QR code or taps a link. No download, no account.



2 See

The agent sees the camera or screen, draws on it and takes a snapshot.



3 Solve, together

LARA brings up the answer; the problem is fixed on the first call.

Use cases

Customer support
Contact centers and help desks

Insurance and finance
Explain policies, check documents

Field service
Remote inspection and repair guidance

Automotive
Service, sales and remote car buying

Travel and hospitality
Airlines, hotels and guest support

Retail and returns
See the damaged order during the call

SAN FRANCISCO · TOKYO

Silicon Valley technology. Japanese care.

Large companies in Japan use Loookit, deployed through our partnership with Fujitsu.

見て、わかって、一緒に解決。

Sumitomo Life
Uses Loookit in its call center

Fujitsu
Resells Loookit in Japan

70–80 calls a day
App support at a major financial services company

Plans

Team
$25 per user per month
1 to 5 users

Business
$30 per user per month
6 or more users

Enterprise
Let's talk custom pricing
Security, compliance and SSO

Start with a free 30-day trial. No credit card, nothing to install.

Works where your customers are
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