Developer's Guide

Chat

12/14/2025

Chat

> ## Important
>
> Starting with the 8.5.100.11 release of Genesys Co-browse, Genesys is deprecating the Built-in Chat Widget and its APIs in preparation for discontinuing support in the upcoming 9.0 release.
>
> This functionality is now available through a single set of consumer-facing digital channel APIs that are part of Genesys Mobile Services (GMS), and through Genesys Widgets, a set of productized widgets that are optimized for use with desktop and mobile web clients, and which are based on the GMS APIs.
>
> Genesys Widgets provide for an easy integration with Co-browse, allowing you to proactively serve these widgets to your web-based customers.
>
> Although the deprecated APIs and Built-in Chat Widget will be supported for the life of the 8.5 release of Co-browse, Genesys recommends that you move as soon as you can to the new APIs and to Genesys Widgets to ensure that your functionality is not affected when you migrate to the 9.0 release.

Genesys Co-browse supports three levels of integration with chat functionality:

- Co-browse has its own built-in chat widget that is triggered with the "Live Chat" button. You can customize this built-in chat widget to suit your needs or you can implement your own chat widget using the Chat Service API.

- Co-browse can be used with any external chat without integration. In this case, the user will have to manually transfer the Co-browse session ID to the agent. See External Chat Without Integration.

- Co-browse can be integrated with an external JavaScript-based chat to use the Co-browse built-in "Live Chat" button to start a chat and to automatically transfer the Co-browse session ID to the agent. You will need to implement an External Media Adapter for your chat widget and pass your external media adapter object to the `primaryMedia` Co-browse configuration option.