Developer's Guide

Genesys Co-browse 8.5 Developer's Guide

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Welcome to the *Genesys Co-browse 8.5 Developer's Guide*. This document introduces you to the architecture of Genesys Co-browse and provides information about how you can customize it for your website. See the summary of chapters below.

About Genesys Co-browse

Find out about the architecture of Genesys Co-browse.

Conceptual Model

Customizing Genesys Co-browse

Learn how to customize the look and feel of the Genesys Co-browse widgets.

Customize the Genesys Co-browse User Interface

Customize the Built-in Chat Widget

Localization

DOM Restrictions

Integrating with Chat

Find procedures to integrate Genesys Co-browse with chat.

Genesys Co-browse and Chat

External Chat without Integration

Using Data Attached to the Primary Interaction

Find procedures to use Attached Data.

Attached Data Overview

Using Attached Data for Reporting

Using Attached Data to Customize Business Processes

Integrating with Agent Applications

Find procedures to integrate Genesys Co-browse with agent desktops and agent web-based applications.

Co-browse Business Monitoring

Find out about the extended Co-browse statictics and monitoring data.

Integrate with Agent Applications

Co-browse Monitoring Overview

Co-browse Server performance counters (KPIs)

Co-browse Monitoring Alarms