

GENESYS

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API Reference

Client-Initiated CometD Channels

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Create Session

CometD Channel	/service/session/create
Description	Creates a new co-browse session.

Request:

{}

Response:

```
{
    "sessionToken": "123"
}
```

Join Session

CometD Channel	/service/session/join
Description	Allows the user to join the session.

Request:

```
"sessionToken": "123",
    "role": 2, // 1 - customer, 2 - agent, 3 - controller
    "name": "Bob" //optional (for controller it does not make sense at all)

Response:

{
    "userToken": "abc789",
    "userId": 2,
    "users": [
        {
            "userId": "1",
            "role": 1,
            "name": "John"
        }
    ],
    "sessionHistoryId": "abc789"
```

Every connected user receives a userToken providing personalized session access.

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Exit Session

CometD Channel	/service/session/exit
Description	Allows the user to exit the session explicitly. The CometD disconnection should be handled via session deactivated notification.

Request:

```
{
    userToken: "abc123"
}
```

Response:

{}

Stop Session

CometD Channel	/service/session/stop
Description	Stops the co-browse session. This is available for the Controller only. The session is deactivated and all users receive the session deactivated notification.

Request:

```
{
    userToken: "abc123"
}
```

Response:

{}

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