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Developer's Guide

UI Customization Examples

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UI Customization Examples

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This is a collection of UI customization examples. Although these examples do not cover every possible customization case, they should give you a sample of what can be achieved and how to begin.

If you use [Genesys Widgets](#), also see the [widgets customization documentation](#).

Tip

Some examples use Firebug as a developer tool. Any other similar tool can be used instead such as [Google Chrome Developer Tools](#), [Safari Web Inspector](#), or [Internet Explorer Developer Tools](#).

Example: Customizing Co-browsing Buttons

Customization type: **CSS Based**

Prerequisites

You must have basic knowledge of CSS and HTML.

Tip

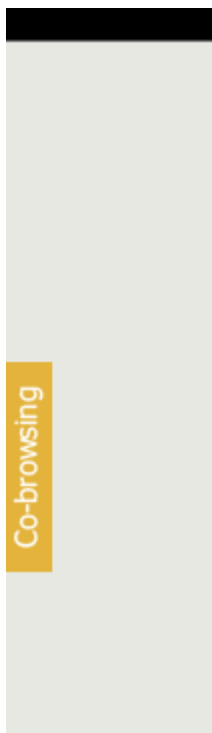
The Co-browsing buttons are images and cannot be modified using the [Localization](#) mechanism.

Tip

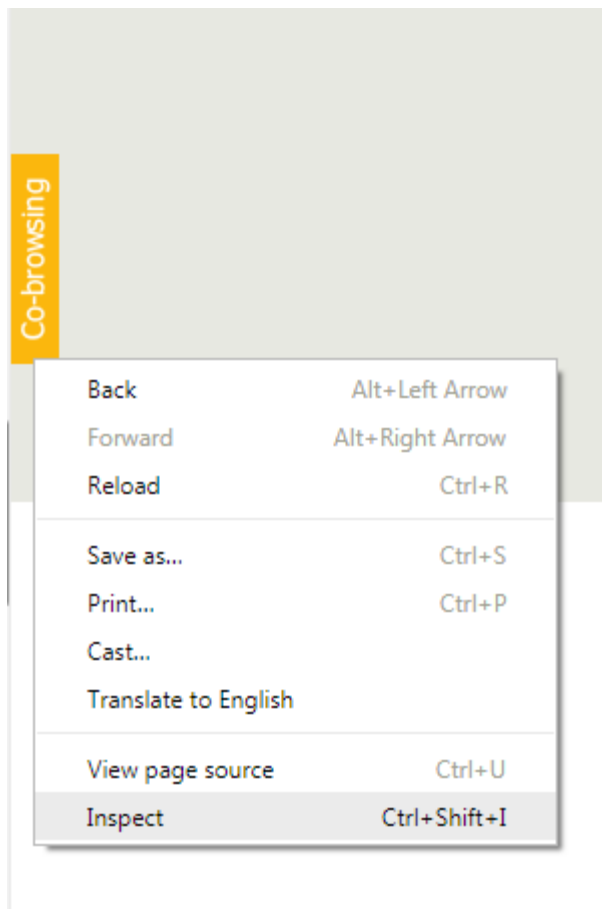
You can manage the visibility and moderately change the position of the default buttons using the [JavaScript API](#).

Start of Procedure

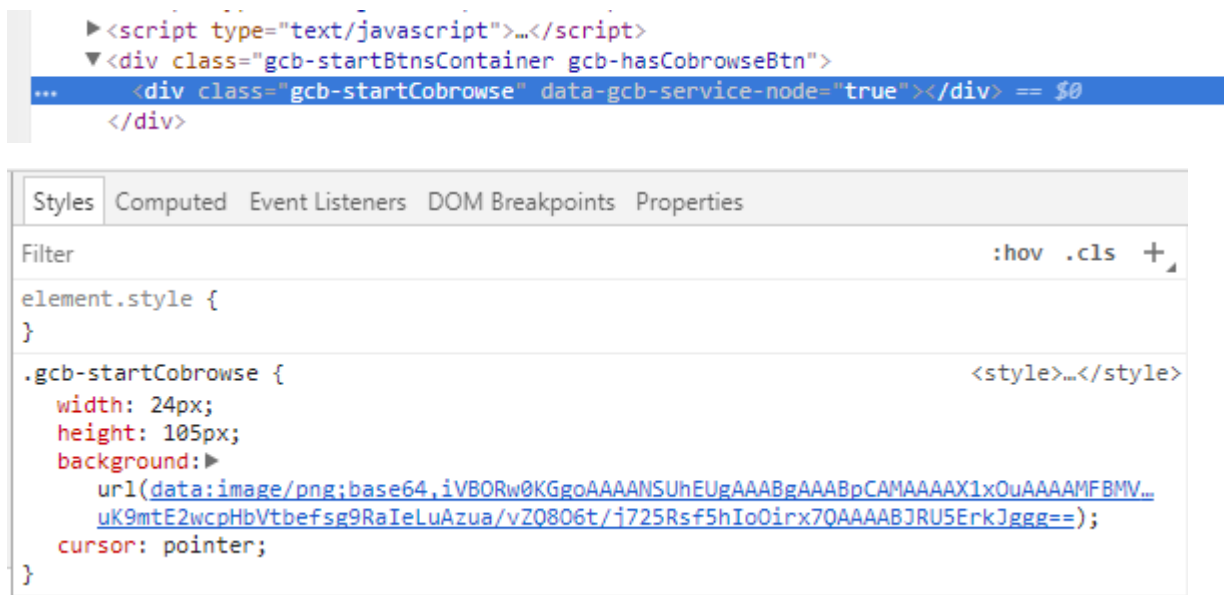
1. In Firefox, open the page [instrumented](#) with the Co-browse JavaScript application. The Co-browsing button should appear:



2. Right click the Co-browsing button and click Inspect to open the Chrome developer tools.

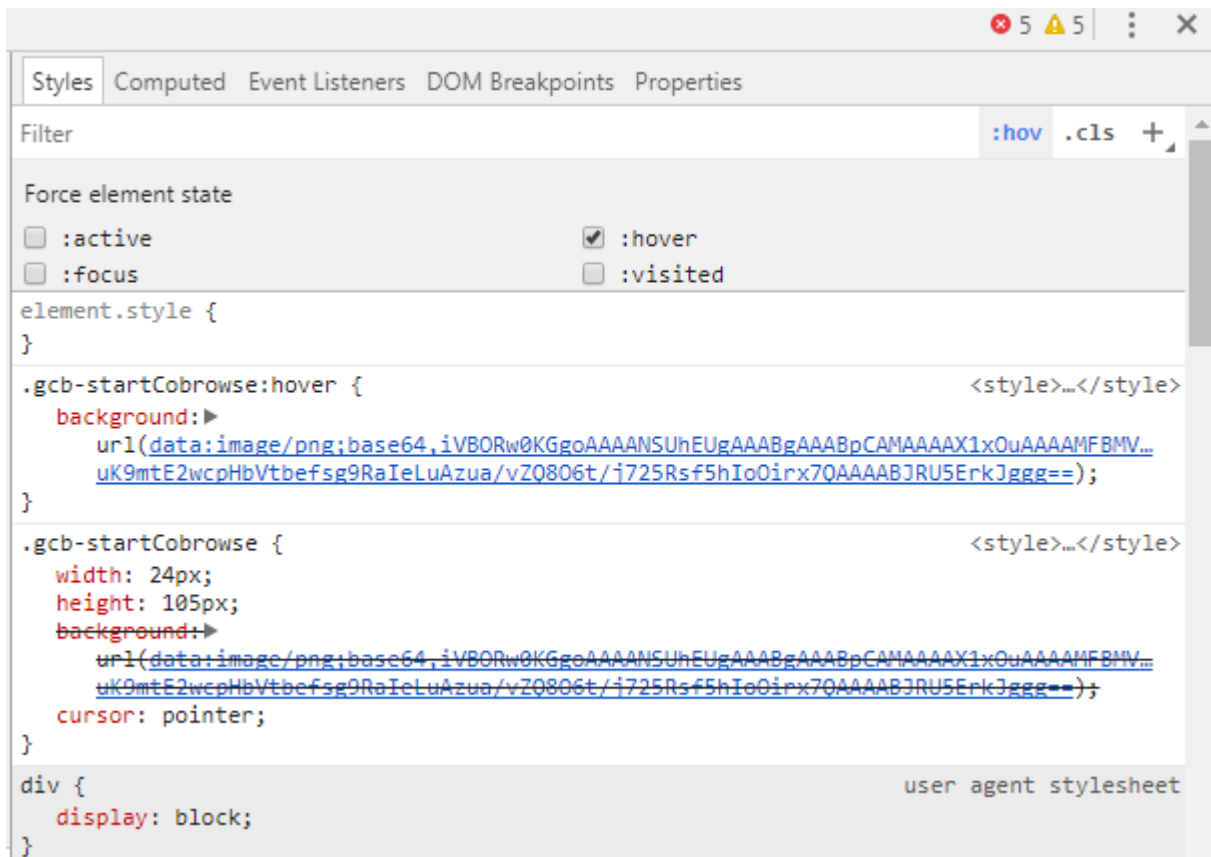


3. In Chrome developer tools, you can see the CSS rules responsible for styling the button:



4. Also check :hover rules to see if there are any rules applied to the button when the mouse cursor is over

it. To do this, enable the `:hover` modifier in Chrome developer tools. You can see that there is an additional `:hover` rule for the button.



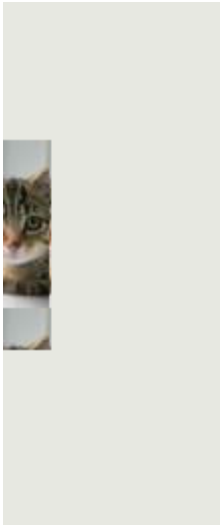
- Based on the rules above, you can prepare your own rules that override the defaults. In this example, we will prepare a custom image with a similar size to the default button and override the background. We will use a public service to generate an image of a kitten via an http request. Here is our CSS:

```
/* 1. copy-paste the selector of the element to override */
.gcb-startCobrowse: hover {
/* 2. override some rules: */
  background: url(http://placekitten.com/23/84);
}
```

- Now we add our CSS to the `<head>` section of our site. The way this is done will depend on the technology your website uses. We want to add code like this to the webpage:

```
<style>
.gcb-startCobrowse: hover {
  background: url(http://placekitten.com/23/84);
}
</style> == $0
```

- Reload the page. Now, the Co-browsing button is replaced with our new image:

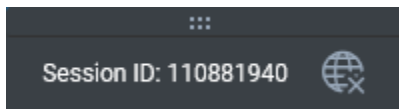


End of Procedure

Example: Customizing the Toolbar Position

Customization Type: **JavaScript Based**

In this example, we will customize the starting position of the Co-browse toolbar:



Prerequisites

1. Experience with JavaScript, jQuery, and browser developer tools such as Firebug.
2. This example uses the the [jQuery](#) library to work with the DOM and assumes that jQuery is available on the page.

Start of Procedure

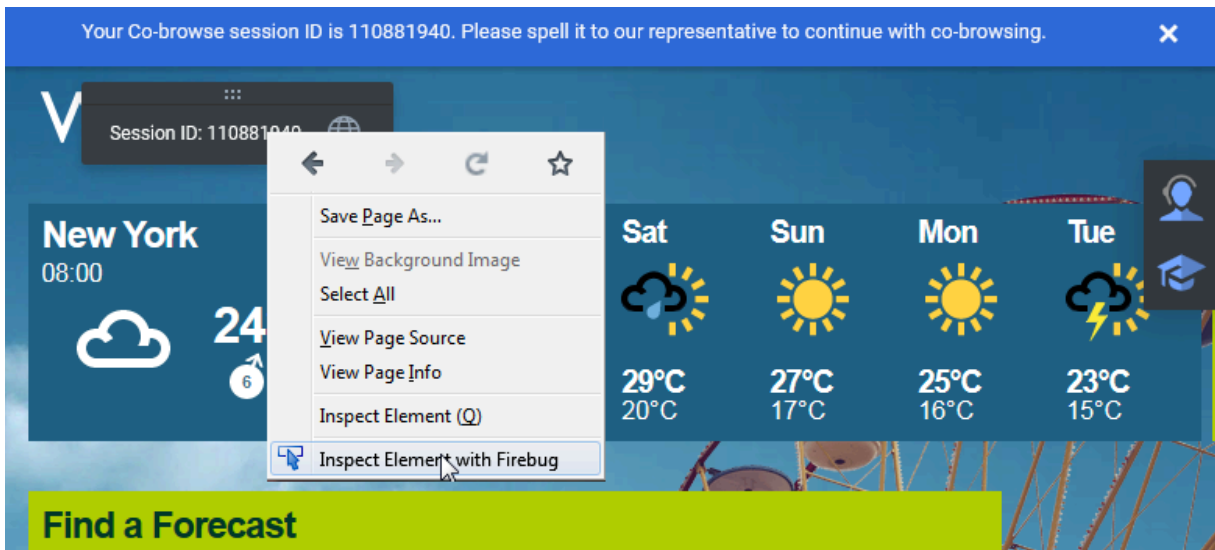
1. Obtain the [Co-browse API](#). See [Accessing the Co-browse APIs](#) for more information about obtaining the Co-browse API. In this example, we use the single-function mechanism.

```
var _genesys = {  
  cobrowse: {  
    onReady: function(cobrowseAPI) {  
      // ...  
    }  
  }  
}
```

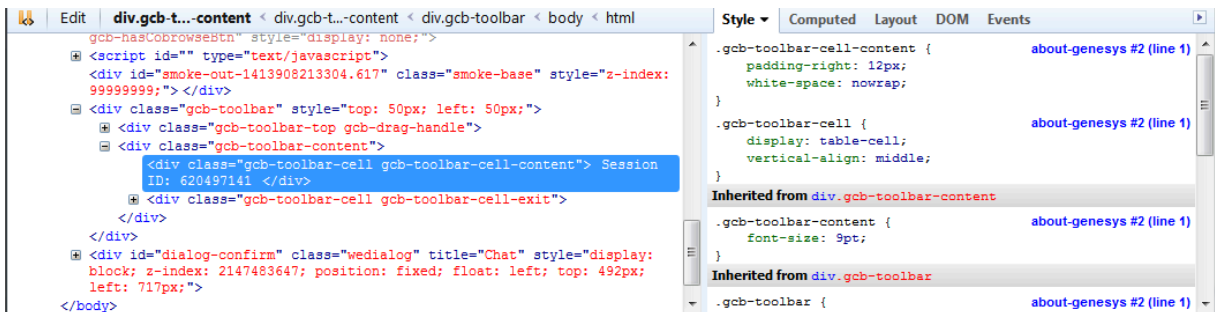
2. Use the Co-browse API to subscribe to the onSessionSarted Co-browse event.

```
cobrowseAPI.onSessionStarted.add(function() {
    // ...
});
```

3. Use Firebug to determine which element to customize:
 - a. Start a Co-browse session.
 - b. Right click the Co-browse toolbar and click Inspect Element with Firebug to open the Firebug tool.

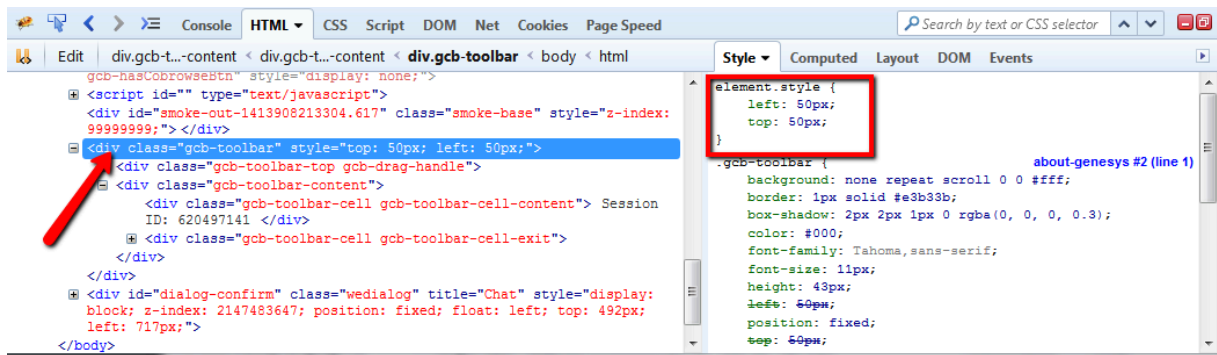


- c. In Firebug, you can see that the element selected for inspection is not the toolbar itself but one of its sub-elements.



You can also see from the Styles tab that position is not set for this element.

- d. You need to find the element whose position you want to change. From the DOM tree in Firebug you can see that this is the `.gcb-toolbar`.



- Now, we will use **jQuery** to override the position of the toolbar. We will set the starting position to 100 pixels from the top edge and 300 pixels from the left edge.

```
jQuery('.gcb-toolbar').css({
  top: 100,
  left: 300
});
```

- Putting it all together, we have the following:

```
// 1. Get the API
var _genesys = {
  cobrowse: {
    onReady: function(cobrowseAPI) {

      // 2. Use the API to subscribe on "session started" event
      cobrowseAPI.onSessionStarted.add(function() {

        // 3. Use jQuery to get the toolbar and reposition it
        jQuery('.gcb-toolbar').css({
          top: 100,
          left: 300
        });

      });

    }
  }
};
```

End of Procedure

Tip

You can achieve similar results using CSS:

```
.gcb-toolbar {
  top: 100px !important;
  left: 300px !important;
}
```

This solution is less ideal because you would have to use the `!important` modifier to override the inline styles of the element and this modifier would make the toolbar non-draggable.