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Deployment Guide

What is Genesys Co-browse?

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What is Genesys Co-browse?

Overview

Genesys Co-browse provides the ability for an agent and the end customer to browse and navigate the same web page at the same time. In a Genesys Co-browse session, both the agent and the customer share the same instance of the screen, as opposed to a conventional screen sharing application, where one of the parties sees an image of the other party's browser instance.

Components

Genesys Co-browse is composed of the following components:

- **Genesys Co-browse Server** is a server-side component that is responsible for orchestrating the co-browsing activities between the end consumer and the agent.
- **Genesys Co-browse Plug-in for Workspace Desktop Edition** provides co-browsing functionality for Workspace Desktop Edition users.
- **Genesys Co-browse Sample Reporting Templates** provides configuration files and reporting templates for getting real-time and historical statistic data.
- **Genesys Co-browse JavaScript** is a client-side component that is responsible for interacting with the web page. You should add this component to the pages on your website where you want to enable co-browsing. See [Website Instrumentation](#).

Features

Genesys Co-browse includes the following features:

- Active participation—both the agent and the customer have the ability to take control.
- Browsing always happens on the customer side.
- Administrators are able to restrict what the agent can do and see on the web page. The customer can easily identify which fields are masked from the agent. Administrators can easily specify which DOM elements (buttons, check boxes, and so on) the agent must not be able to control.
- **Pointer Mode and Write Mode**—Co-browse sessions begin in Pointer Mode where the agent cannot enter information for the customer. The agent may send the customer a request to enter Write Mode where the agent can enter information for the customer. The customer must agree to enter Write Mode. You may also disable Write Mode and make all sessions Pointer Mode only. DOM Restrictions and Data Masking apply to both Pointer and Write Mode.
- Support for multiple browsers, cross-browser support, and same-browser support.
Support for scenarios in which the agent and customer are using different browsers.

What is Genesys Co-browse?

Support for scenarios in which the agent and customer are using different versions of the same browser.

- The customer can co-browse without downloading or installing any plug-ins.
- Co-browse keeps an agent's internal traffic contained within the internal network while still allowing the customer traffic to flow through the external network.

Browser Support

See [Tested Browsers](#) for a list of Genesys-tested browsers for web and mobile.

Important

Workspace Desktop Edition uses *only* Internet Explorer as the embedded browser for working with Co-browse sessions.

Hardware Requirements

See [Sizing Information](#) for details.

Related Components

Genesys Co-browse interacts with the following Genesys Products:

- [Workspace Web Edition](#) — Genesys Co-browse can be integrated and accessed from Workspace Web Edition, which provides the agent the ability to join and terminate a co-browsing session with a customer.
- [Workspace Desktop Edition](#) — The Genesys Co-browse Plug-in for Workspace Desktop Edition is required to interface Genesys Workspace Desktop Edition with Genesys Co-browse. This plug-in enables the agent to join and terminate a co-browsing session with a customer.
- [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. For more information about how to work with Genesys Co-browse from Genesys Widgets, see [Initiating a co-browse session from Genesys Widgets](#). For additional information about configuring Genesys Widgets, click [here](#).

For a full list of related components and compliant versions, see [Related Components](#).

Important

For supported operating systems and a list of other required/compatible non-Genesys components, see [Genesys Co-browse in the Genesys Supported Operating Environment Reference Guide](#).

Restrictions and Known Limitations

See [Co-browse Restrictions and Known Limitations](#).