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Deployment Guide

[Cookies](#)

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Cookies

Purpose

Genesys Widgets uses cookies to store non-sensitive data in the browser. The end-user's browser must allow cookies for Genesys Widgets to operate properly. Each cookie is required, and without the ability to read and write these cookies, Genesys Widgets features will not function properly.

Cookie creation

All cookies start with the prefix "_genesys.widgets" to easily identify them. By default, Genesys Widgets cookies are created in a way that allows the cookies to be read across sub-domains by setting the "domain" attribute in the cookie options. We derive the proper domain value by parsing the host site's domain and extracting it.

Important

Genesys Widgets never stores Personally Identifiable Information (PII) in its cookies.

Duration

All cookies used by Genesys Widgets are created as session cookies and will be deleted when the user's browser is fully closed.

Sub-domains

Normally, cookies cannot be transferred between sub-domains of a website unless they are configured to do so. Genesys Widgets automatically detects the domain of the host site and configures all cookies to be transferable between sub-domains. For example, you could start a chat on www.testsite.com and restore that chat session on store.testsite.com, support.testsite.com, or portal.testsite.com.

Cookie support in test environments

Genesys Widgets uses special cookies that persist across sub-domains. This is a critical feature for

plugins like WebChat that need to restore an active chat session while navigating around a website. The side effect of using this type of cookie is they won't work when using test environment domain names such as "localhost" or an IP address. You must use a fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name. Cookies will also fail to work if you run the test site as an HTML file path directly in the browser.

One workaround is to update your system's hosts file to create an FQDN alias for "localhost", your test environment's name, or an IP address.

Example

```
127.0.0.1      localhost
127.0.0.1      localhost.com
```

A fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name is not mandatory, but it is recommended. This way, the cookies will also work when using test environment domain names such as "localhost" or an IP address.

The following is a list of cookies used by Genesys Widgets.

App

Cookie Name	Purpose
_genesys.widgets.app.autoLoadList	Contains a list of active plugin names that are updated based on the usage of Widgets during the Lazy loading deployment method. This is to ensure that a Widget is auto-loaded during a page refresh or page navigation when there is an active session associated with it.

ClickToCall

Cookie Name	Purpose
_genesys.widgets.clicktocall.state.open	Contains the Widget open or close state based on the active session, if any.
_genesys.widgets.clicktocall.state.expire	A session cookie containing the expiring time of the current active session. It is automatically deleted when the session expires or the visitor closes his or her browser.
_genesys.widgets.clicktocall.state.phone_number	A session cookie containing the phone number generated for that active session. It is automatically deleted when the session expires or the visitor closes his or her browser.

Cookie Name	Purpose
_genesys.widgets.clicktocall.state.access_code	A session cookie containing the phone access code related to the active session. It is automatically deleted when the session expires or the visitor closes his or her browser.
_genesys.widgets.clicktocall.state.phone_tel_href	A session cookie containing the complete clickable phone number generated for that active session. It is automatically deleted when the session expires or the visitor closes his or her browser.

Console

Cookie Name	Purpose
_genesys.widgets.console.session	A cookie containing the active Console plugin open/close state.
_genesys.widgets.console.commandPlugin	A cookie containing the selected plugin name from the Commands section.
_genesys.widgets.console.command	A cookie containing the selected command to run from the Commands section.
_genesys.widgets.console.eventPlugin	A cookie containing the selected plugin from the Events section to listen for any events.
_genesys.widgets.console.event	A cookie containing the selected event type to listen against, from the Events section.
_genesys.widgets.console.optionsArea	A cookie containing the command options to send when executing a command.
_genesys.widgets.console.activeSubscriptions	A cookie containing the list of all active event subscriptions listening via Console plugin.
_genesys.widgets.console.windowPosition	A cookie containing the position of the Console plugin on the screen.

KnowledgeCenter

Cookie Name	Purpose
_genesys.widgets.knowledgecenter.state.session	A session cookie containing the session ID related to the current active knowledge search center.
_genesys.widgets.knowledgecenter.state.keys	A session cookie containing some encrypted session data related to the current active knowledge search center.

WebChat

Important

An active WebChat session cookie is automatically deleted whenever the chat session is ended/expired or the visitor closes his or her browser.

Cookie Name	Purpose
_genesys.widgets.webchat.state.open	A cookie containing the WebChat Widget open or close state for internal tracking purposes.
_genesys.widgets.webchat.state.keys	A session cookie that can contain some encrypted keys related to the current active chat session.
_genesys.widgets.webchat.state.ping	A session cookie containing the time at which the last successful request was made to the server.
_genesys.widgets.webchat.metaData	A session cookie containing all the Metadata details related to the current active chat session.
_genesys.widgets.webchat.state.index	A session cookie containing the last unique Message ID for internal tracking purposes.
_genesys.widgets.webchat.state.filters	A session cookie containing any pre-filters that were added using WebChatService plugin commands addPrefilter or sendFilteredMessage .
_genesys.widgets.webchat.state.session	A session cookie containing the unique Session ID related to the current active chat session. It is used to restore the active chat session during scenarios like page refresh or page navigation.
_genesys.widgets.webchat.state.minimized	A cookie containing the WebChat Widget minimized or maximized state for internal tracking purposes.
_genesys.widgets.webchat.autoInvite.disabled	Contains a value whether to disable or enable WebChat autoInvite feature. It is dynamically updated based on the user's response to the initial WebChat invite.
_genesys.widgets.webchat.state.unreadMessages	A session cookie that keeps track of the number of unread messages during an active chat session, when WebChat is minimized. It is cleared whenever the WebChat Widget is maximized by the user to read the new messages.
_genesys.widgets.webchat.state.lastMessageCountRead	A session cookie containing the number of messages that are read during an active chat session that calculates the number of unread messages when WebChat is minimized. It is automatically cleared whenever WebChat Widget is maximized or closed/ended.
_genesys.widgets.webchat.state.asyncUnreadMessageCount	A session cookie that keeps track of the number of unread messages related to an Async Chat, when WebChat is minimized. It is cleared whenever the WebChat Widget is maximized by the user to read

Cookie Name	Purpose
	the new messages.
_genesys.widgets.webchat.state.pureengage-v3-rest.session	A session cookie applicable only when using Genesys Engage V3 API. It contains the Session ID related to the current active chat session. It is used to restore the active chat session during scenarios like page refresh or page navigation.
_genesys.widgets.webchat.state.pureengage-v3-rest.keys	A session cookie applicable only when using Genesys Engage V3 API, containing the encrypted keys related to the current active chat session.
_genesys.widgets.webchat.state.pureengage-v3-rest.index	A session cookie applicable only when using Genesys Engage V3 API, containing the last unique message ID for internal tracking purposes.
_genesys.widgets.webchat.state.pureengage-v3-rest.open	A cookie applicable only when using Genesys Engage V3 API, containing the WebChat Widget open or close state for internal tracking purposes.
_genesys.widgets.webchat.state.purecloud-v2-sockets.JWTtoken	A session cookie applicable only when using Genesys Cloud V2 API, containing the JWT token related to the current active chat session.
_genesys.widgets.webchat.state.purecloud-v2-sockets.ConversationID	A session cookie applicable only when using Genesys Cloud V2 API, containing the active conversation ID related to the current chat session.
_genesys.widgets.webchat.state.purecloud-v2-sockets.MemberID	A session cookie applicable only when using Genesys Cloud V2 API, containing the user ID of the WebChat Widget related to the current active chat session.
_genesys.widgets.webchat.state.purecloud-v2-sockets.WS_URL	A session cookie applicable only when using Genesys Cloud V2 API, containing the WebSocket event stream URI for listening to new incoming messages.
_genesys.widgets.webchat.state.purecloud-v2-sockets.LastMsgId	A session cookie applicable only when using Genesys Cloud V2 API, containing the last unique ID of the message sent in the WebChat Widget.

Local Storage

Genesys Widgets uses local storage to store non-sensitive data in the the browser with no expiration date.

Key Name	Purpose
_genesys.widgets.inFocus	A globally unique identifier (GUID) to identify the current active chat session browser tab/window, when the WebChat Widget opens in multiple browser tabs/windows.