

# **GENESYS**

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Widgets Reference

CoBrowse

## Contents

- 1 CoBrowse
  - 1.1 Overview
  - 1.2 Deployment Notes

Widgets Reference 2

## CoBrowse

- Configuration
- Localization
- API Commands
- API Events

### Overview

The CoBrowse plugin allows for Genesys Widgets to interface with the Genesys Co-browse product and services to start and stop Co-browse sessions.

More information can be found on the Genesys Co-browse product page.

## Deployment Notes

## Blocking Pages from Agent View

Having the co-browse instrumentation removed from certain pages allows customers to block those pages from the agent view completely. In order to block certain pages, use one of the following methods:

**Method 1:** Do not configure co-browse on that page. CX Widgets only initializes and injects co-browse instrumentation when co-browse configuration is set.

**Method 2:** Override loaded plugins using configuration:

#### Examples

#### **Normal pages**

genesys.widgets.main.plugins = ["cx-webchat", "cx-webchat-service", "cx-cobrowse"]

#### **Bypass Cobrowse**

genesys.widgets.main.plugins = ["cx-webchat", "cx-webchat-service"]

Widgets Reference 3