Widgets Reference

CoBrowse

12/14/2025

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CoBrowse

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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"]