GENESYS™

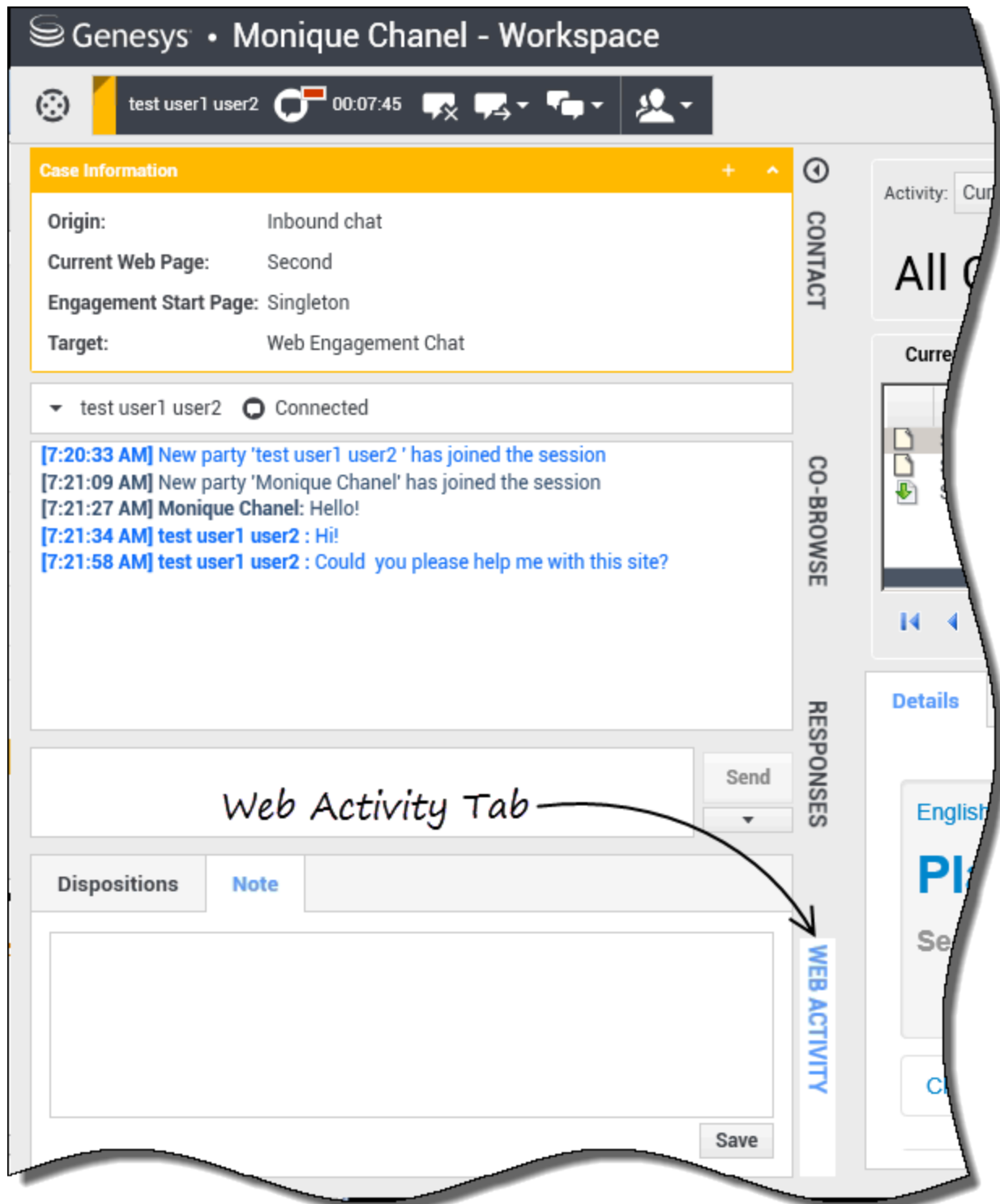# Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

How do I view a list of the web pages my customer has been browsing?

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How do I view a list of the web pages my customer has been browsing?

You can easily see a list of the web pages your customer has been browsing during their current visit, as well as the contents of the currently selected web page.

Finding the Web Activity Pane

To access the Web Activity view, select the vertical **WEB ACTIVITY** tab on the active-interaction window.

A list of the web pages your customer has been browsing
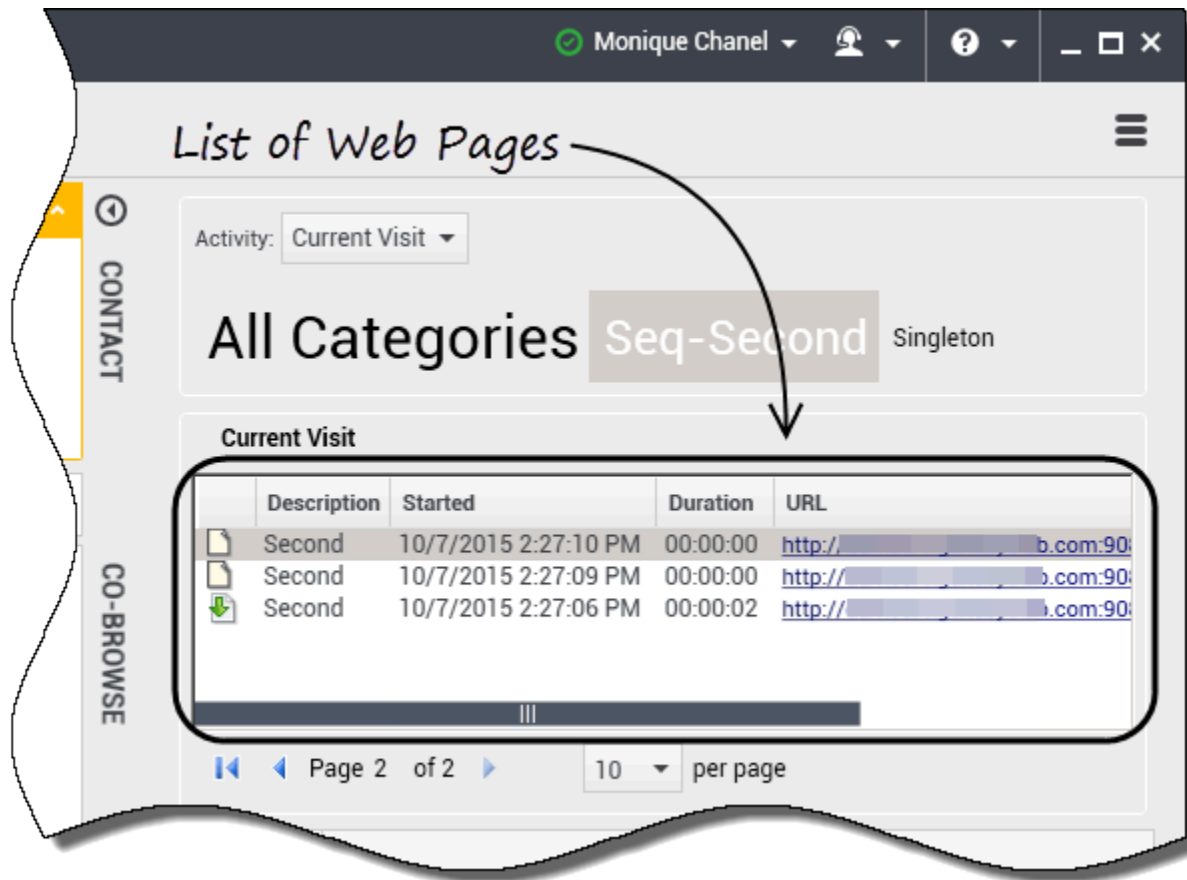
You now see, on the upper right side of your window, a list of the web pages your customer has been viewing during their current visit.

Seeing the contents of the currently selected web page.

On the lower right of your window, you can see the contents of the currently selected web page.

Important

If your customer has signed in to your website, you may not be able to view the contents of the web pages they have been browsing.