

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

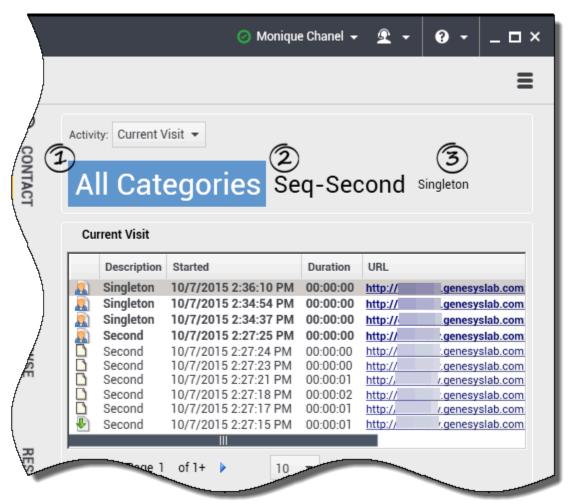
Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

How do I use categories to filter the web page list?

How do I use categories to filter the web page list?

Once you have opened the list of web pages your customer has been browsing, you can filter that list by selecting a category.

Filtering the list of web pages



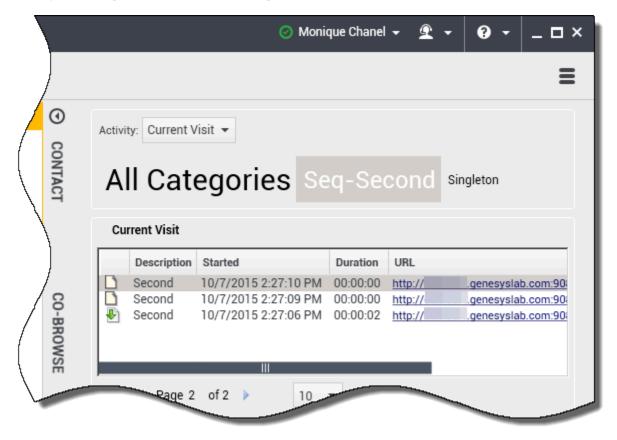
Directly above the list of web pages, there is an area of highlighted text (1) that tells you that you are displaying web pages in all categories.

If you click on the text next to it, which in this case is the name of the **Seq-Second** category (2), you

can filter out all of the pages that are not in that category. You can also do this for the **Singleton** category (3).

Note that these categories are samples—your categories will have different names.

Displaying only one category



Here is what you will see after you click on the **Seq-Second** category.