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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

Genesys Web Engagement 8.5.1

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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

Welcome to the *Genesys Web Engagement Plug-ins for Workspace Desktop Edition Help*. This document introduces you to the GUI elements that are added to Workspace Desktop Edition by the GWE plug-ins and describes how to use them.

Genesys provides the following plug-in:

- Genesys Web Engagement Plug-in for Workspace Desktop Edition — Use this plug-in if your Genesys environment includes Workspace Desktop Edition 8.5.124 or higher.

You can use this plug-in to view your current customer's **browser history**.

Note: When using this plug-in, please take into account the following:

- The agent will be treated as an anonymous user when viewing pages visited by customers. If the visitor is authorized on the site, pages that require authorization may be displayed to the agent differently than they are to the visitor.
- Cookies that are saved in a visitor's browser are not visible from the plug-in. This means that you will not be able to see cookie-related information, such as items in the customer's shopping cart.

How do I view my customer's browser history?

The following articles show you how to view your current customer's browser history:

- [How do I view the first and the current web pages my customer has been browsing?](#)
- [How do I view a list of the web pages my customer has been browsing?](#)
- [How do I use categories to filter the web page list?](#)

How do I see which page my customer was on when invited to engage?

You can easily see the web page your customer was browsing when an engagement invite was sent to them, and also the page they are currently displaying.

Finding the Case Information

The screenshot displays the Genesys Workspace interface for a Monique Chanel session. On the left, the 'Case Information' panel is highlighted with a yellow border and an arrow. It contains the following details:

- Origin: Inbound chat
- Current Web Page: Second
- Engagement Start Page: Singleton
- Target: Web Engagement Chat

Below this panel, a chat log shows the session history:

- [7:20:33 AM] New party 'test user1 user2' has joined the session
- [7:21:09 AM] New party 'Monique Chanel' has joined the session
- [7:21:27 AM] Monique Chanel: Hello!
- [7:21:34 AM] test user1 user2 : Hi!
- [7:21:58 AM] test user1 user2 : Could you please help me with this site?

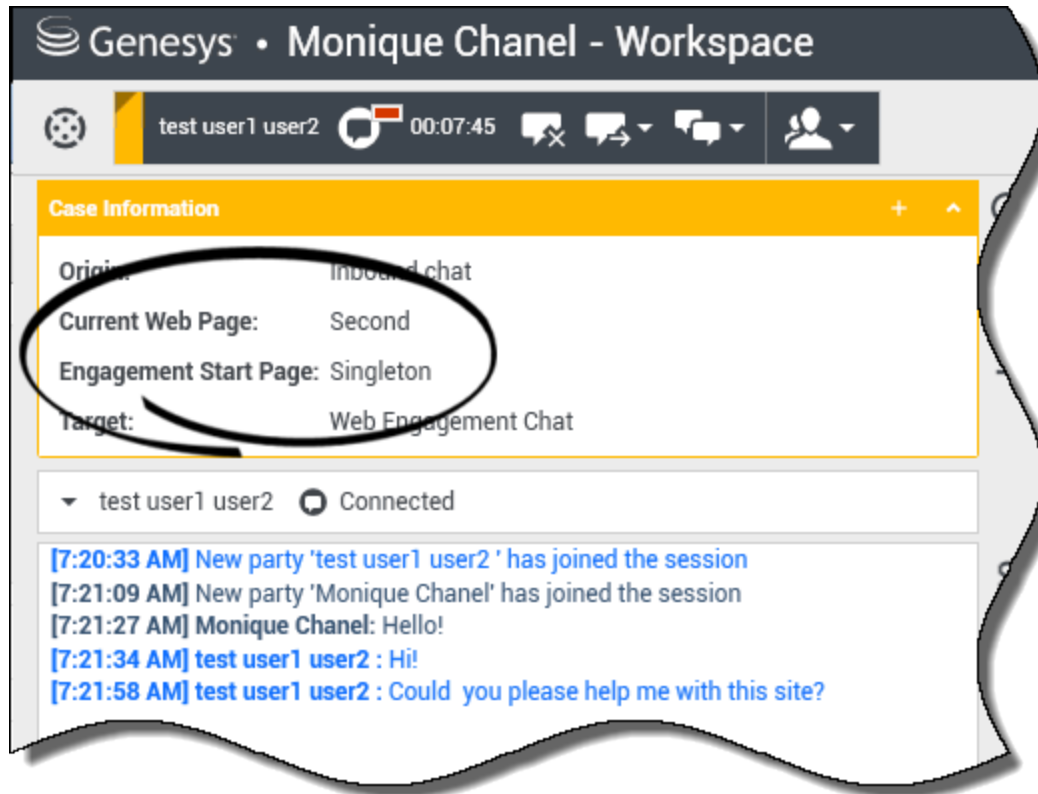
On the right, the 'Current Visit' section shows a table of browser history:

Description	Started	Duration	URL
Second	10/7/2015 2:27:10 PM	00:00:00	http://d...
Second	10/7/2015 2:27:09 PM	00:00:00	http://d...
Second	10/7/2015 2:27:06 PM	00:00:02	http://de...

The interface also includes a 'CONTACT' sidebar with 'CO-BROWSE' and 'RESPOND' options, and a 'Details' button at the bottom right.

The current customer's case information is visible on the left side of the active-interaction window.

Seeing the page your customer was on when invited to engage—and also their current web page



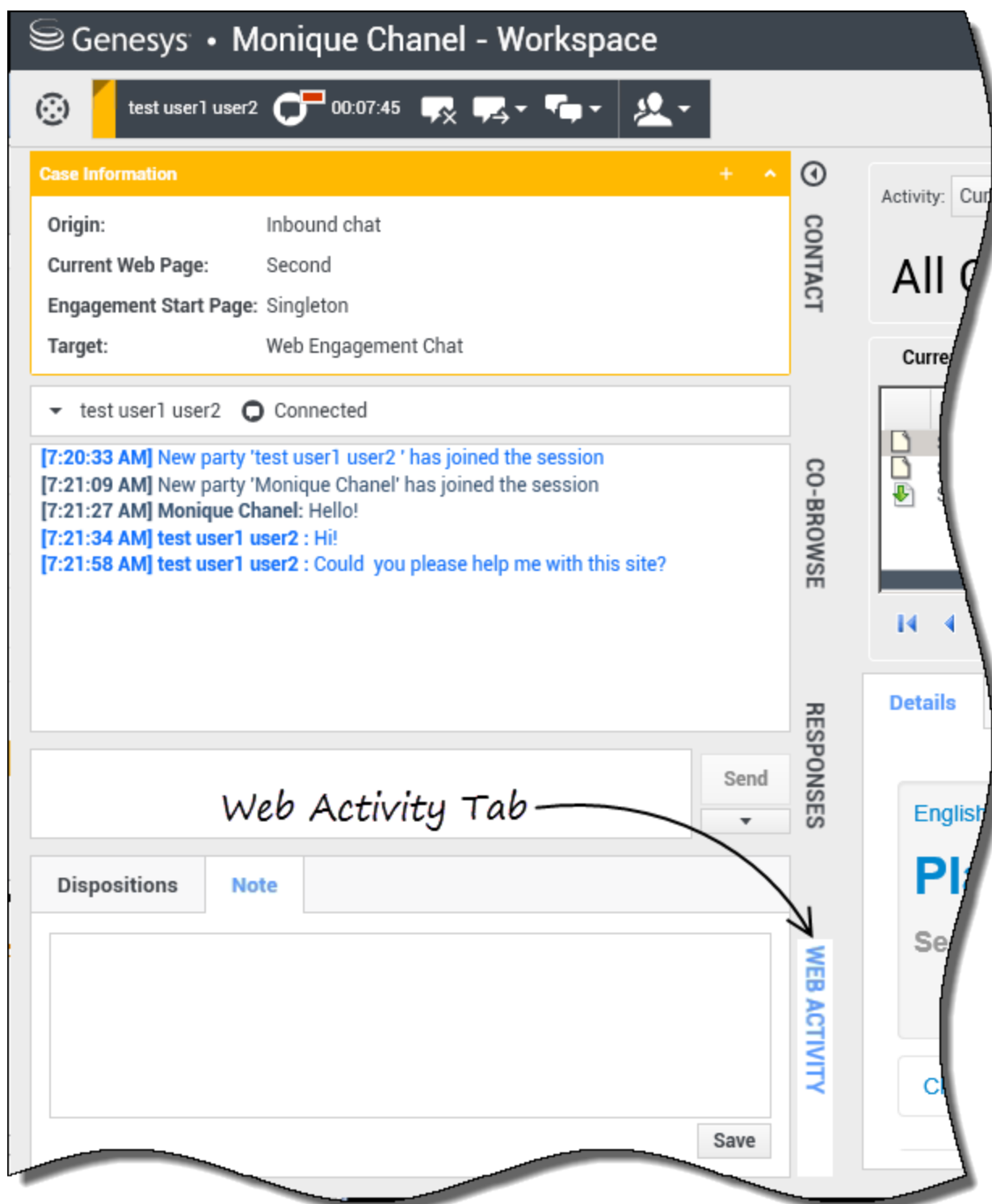
The title of the web page your customer was browsing when an engagement invite was sent to them is labeled **Engagement Start Page**, and the title of their current page is displayed right above it, as highlighted by the circle.

The title of the current page will change as the customer moves from page to page on your site.

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

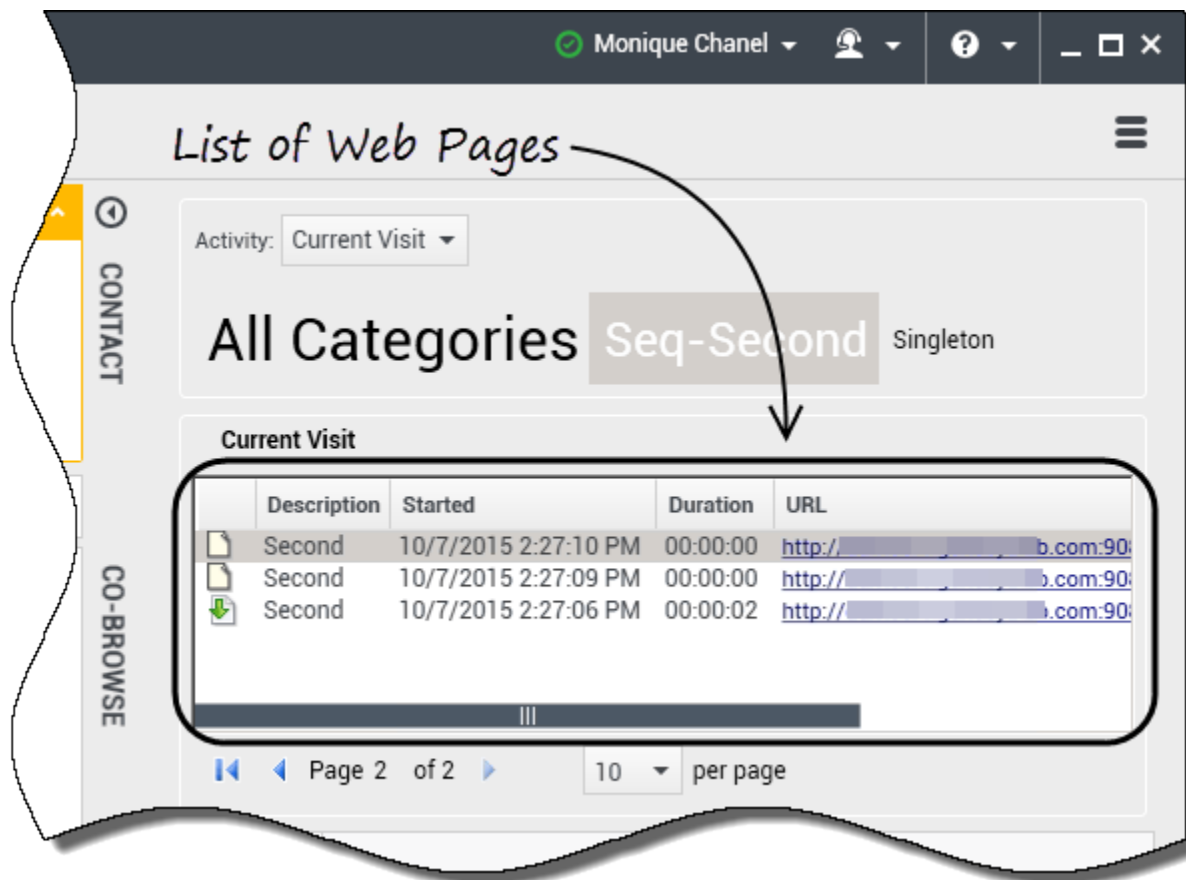
You can easily see a list of the web pages your customer has been browsing during their current visit, as well as the contents of the currently selected web page.

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.

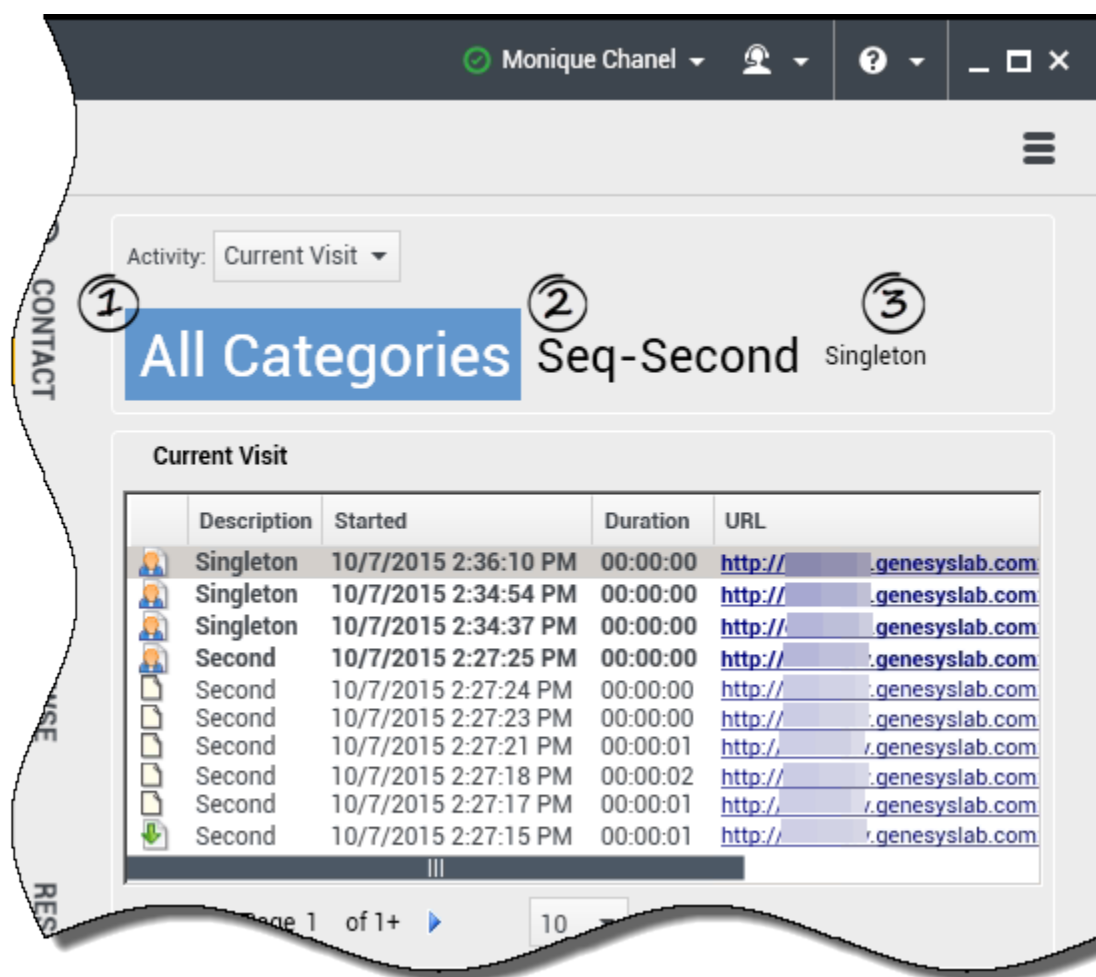
Important

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.

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



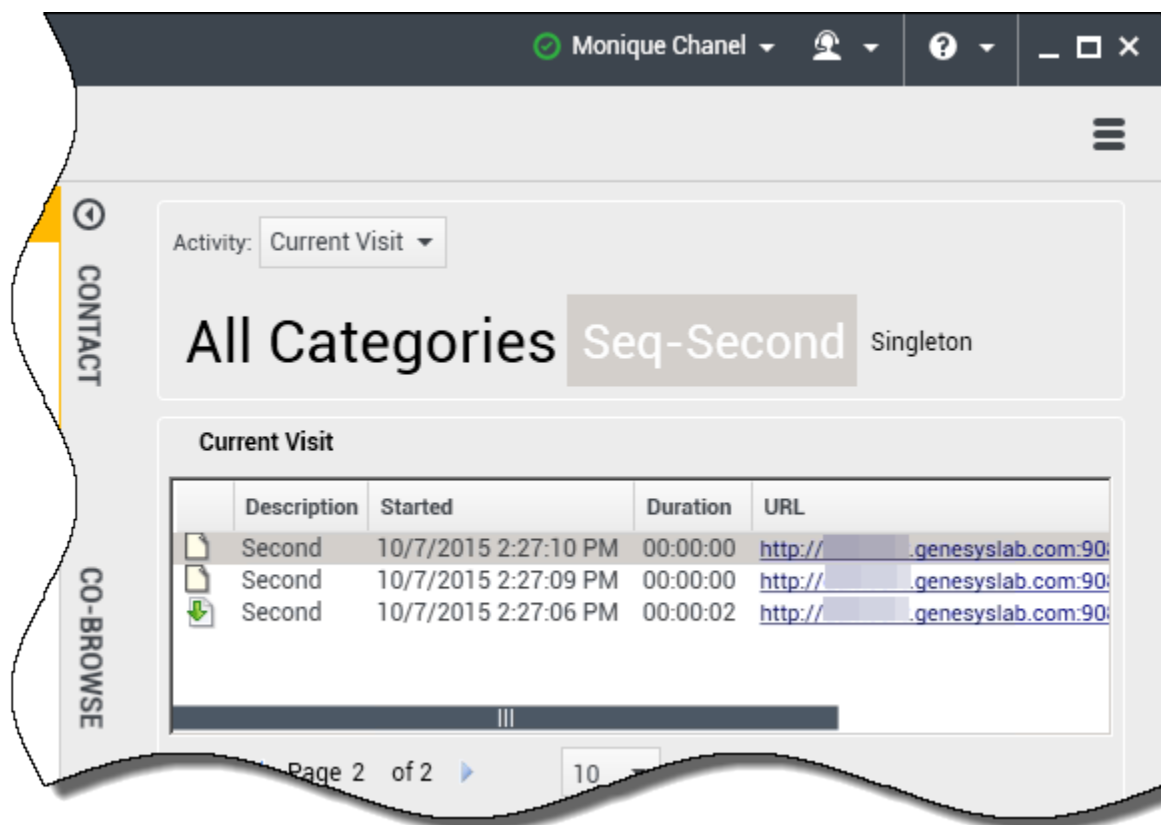
Directly above the list of web pages, there is an area of highlighted text **(1)** that tells you that you are displaying web pages in all categories.

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.