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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

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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.