Web Services and Applications Configuration Guide

Web Engagement

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Web Engagement

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Workspace Web Edition provides options that allow agents to view their current customer's browser history using the capabilities of Genesys Web Engagement.

> ### Important
> All of the following options appear in the `interaction-workspace` section.

webme.allowed-domains

- Default value: *
- Valid Values: A comma-separated list of domains which can be displayed to the agent in the page frame.
- Changes take effect: When the session is started or restarted.
- Description: Limits agent access to only those domains which are included in the list. Provided in order to protect agents from opening non-secure websites.

webme.auth-scheme

- Default value: none
- Valid Values: none or `basic`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the HTTP authentication scheme used to provide for secure browser history requests to the Web Engagement Server.

webme.password

- Default value: ""
- Valid Values: A valid password.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the password used to authenticate browser history requests to the Web Engagement Server.

webme.url

- Default Value: ""
- Valid Values: A valid url.
- Changes take effect: When the session is started or restarted.
- Description: Path to the Web Engagement Server URL.

webme.user-id

- Default value: ""

- Valid Values: A valid user ID.

- Changes take effect: When the session is started or restarted.

- Description: Specifies the user ID used to authenticate browser history requests to the Web Engagement Server.

webme.useSecuredHistoryAPI

- Default value: `true`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Specifies to use secure history REST API service.

privilege.webme.can-use

- Default value: `false`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Indicates that the agent is allowed to use the web engagement features.