GENESYS™

Web Services and Applications Configuration Guide

Enabling Co-browse Sessions

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A Genesys Co-browse session lets an agent and a customer navigate the same web page at the same time. Unlike conventional screen sharing applications where one party sees an image of the other party's browser, in a Genesys Co-browse session the agent and the customer share the same instance of the web page. Upon joining a co-browse session, the agent will be in *Pointer Mode* and the agent can use their cursor to guide the customer through a webpage. An agent may also send a request to the customer to enable *Write Mode*. In Write Mode, the agent may help the customer enter information and navigate their browser.

Workspace supports the following functionality for Co-browse sessions:

- Join a co-browse session
- End a co-browse session
- Send the customer a request to enable *Write Mode* in the co-browse session

You can use the following options in the cobrowse section to configure Co-browse sessions:

- cobrowse.url — URL of the Co-browse cluster, for example, http://[host]:[port]/cobrowse. Typically, this will be the load balancer's URL.
- cobrowse.use-replica-logging — Enables browser logging in the iframe containing the Co-browse replica application.
- privilege.cobrowse.can-use — If true, the agent is permitted to use Co-browse.

Important

Genesys is committed to diversity, equality, and inclusivity, including for terms used in our software and documentation. As such, Genesys is removing non-inclusive terms. The cobrowse.use-slave-logging is replaced by cobrowse.use-replica-logging beginning with version 8.5.2xx.xx