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Developer's Guide

External Chat Without Integration

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Contents

- [1 External Chat Without Integration](#)
 - [1.1 Co-browse and non-integrated chat](#)

Co-browse and non-integrated chat

If your website already has chat, you can use it with Genesys Co-browse without any other integration effort. For example, you may use the Web API Chat Samples to start a chat.

To allow users to initiate a Co-browse session from your website, you must add the Co-browse JavaScript snippet to your web pages. For information about how to enable it, see [Website Instrumentation](#). By default, the instrumentation has a "Live Chat" button used for embedded initiation that is not needed if you already have chat enabled on your website. In this case, you should disable the built-in Chat. See [Disabling Chat or Co-browse](#) for details.

If your web page is correctly instrumented, the user will see a "Co-browsing" button after loading. Now, when the user clicks the "Co-browsing" button, they will see a notification message. If the user clicks "Yes", the Co-browse session will begin and the user will be prompted to manually transfer the session ID to the agent using either chat or voice.