Deployment Guide

Co-browsing in Iframes

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Co-browsing in Iframes

Genesys Co-browse supports co-browsing in iframes. Behavior depends on whether the iframe is from the same domain or a different domain.

Iframes from the Same Domain

By default, agents can co-browse within iframes from the same domain or sub-domain as long as the session meets these requirements:

- The web page in the iframe contains your website instrumentation.
- The **setDocumentDomain** option is set to `true` in your website's instrumentation.

If the web page in the iframe is in your domain but not instrumented for Co-browse, the iframe does not load and the agent sees a blank page in the iframe.

Iframes from a Different Domain

By default, an iframe pointing to a webpage from a different domain loads on the customer side but not on the agent side. These cross-domain iframes cannot be co-browsed due to browser cross-domain security restrictions and current Co-browse architecture.

You can enable iframes from specific domains using the allowedThirdPartyDomains option. Once you add a third-party domain to this option, iframes pointing to that domain load for agents with the same `src` attribute as the customer side. The agent will be able to view the content, but only if the content is public and non-secure. The content cannot be co-browsed. The content will not be loaded on the agent side if cookies are required to load secure pages, because the agent side does not get any cookies from customer side.