



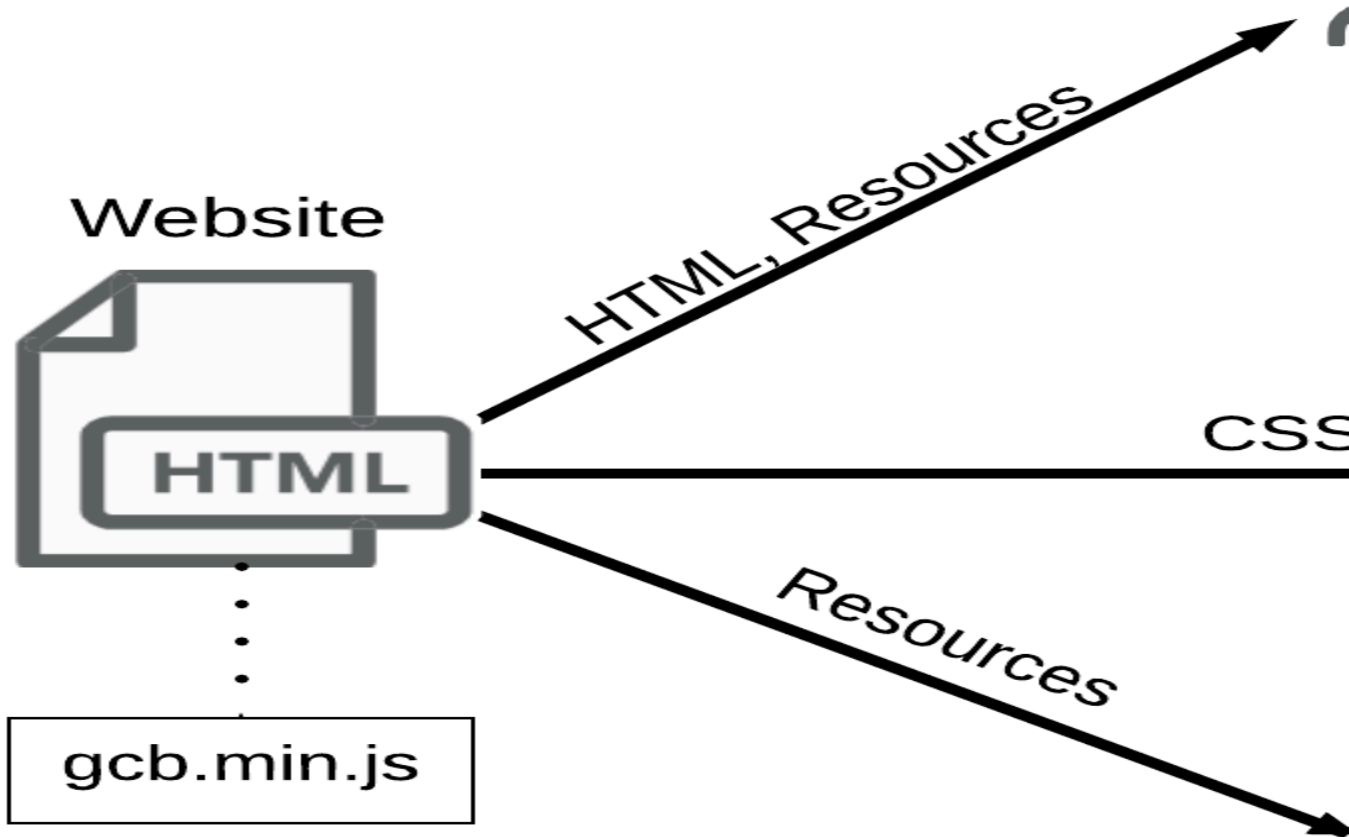
This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Developer's Guide

Conceptual Model

Conceptual Model

Schematic Diagram



After a user and an agent connect and a co-browsing session begins, several things start synchronizing.

One of the advantages of this approach is that it allows for co-browsing to start at any time. For example, a user can initiate a co-browsing session while in the middle of filling out a long form. This approach also eliminates the need to worry about cookies and session timeouts on the agent side. In other words, the agent can co-browse on any site, and the co-browsing won't create a session on that site for the agent or store cookies in the agent's browser. All of these things are done on the user's side, who started the co-browsing.

Sequence Diagram

The following diagram illustrates the detailed communication between the parties mentioned above.

