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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

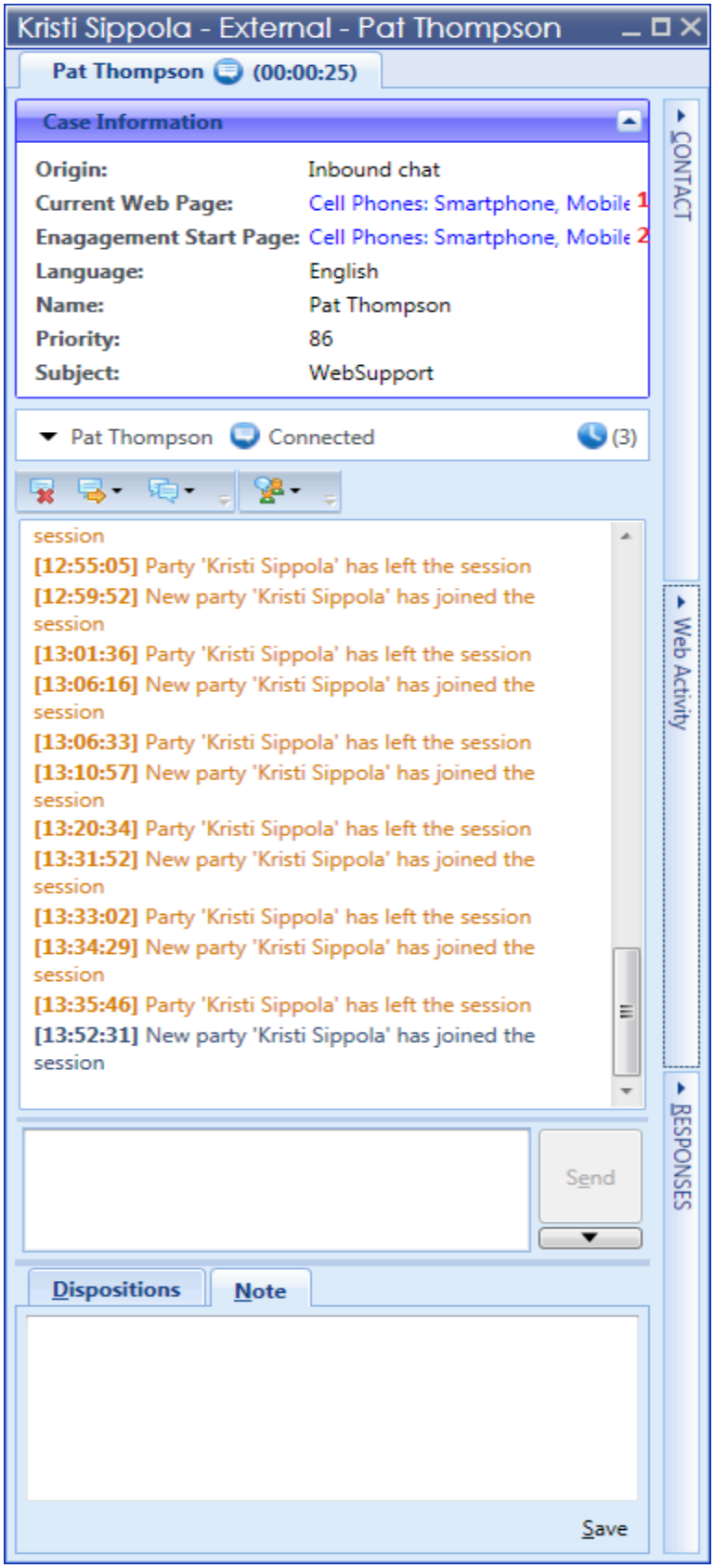
Viewing Interaction Case Data

12/17/2025

Viewing Interaction Case Data

The Web Engagement Plug-in adds two additional information fields to the default Case Information region:

1. Current Web Page: This is the web page the visitor is currently browsing. This value is updated as the visitor browses the website for the current interaction.
2. Engagement Start Page: This is the web page where Web Engagement was initiated. This value does not change for the current interaction.


Kristi Sippola - External - Pat Thompson
Pat Thompson (00:00:25)
Case Information
Origin: Inbound chat
Current Web Page: Cell Phones: Smartphone, Mobile 1
Enagagement Start Page: Cell Phones: Smartphone, Mobile 2
Language: English
Name: Pat Thompson
Priority: 86
Subject: WebSupport
Pat Thompson Connected (3)
session
[12:55:05] Party 'Kristi Sippola' has left the session
[12:59:52] New party 'Kristi Sippola' has joined the session
[13:01:36] Party 'Kristi Sippola' has left the session
[13:06:16] New party 'Kristi Sippola' has joined the session
[13:06:33] Party 'Kristi Sippola' has left the session
[13:10:57] New party 'Kristi Sippola' has joined the session
[13:20:34] Party 'Kristi Sippola' has left the session
[13:31:52] New party 'Kristi Sippola' has joined the session
[13:33:02] Party 'Kristi Sippola' has left the session
[13:34:29] New party 'Kristi Sippola' has joined the session
[13:35:46] Party 'Kristi Sippola' has left the session
[13:52:31] New party 'Kristi Sippola' has joined the session
Send
Dispositions
Note
Save
CONTACT
Web Activity
RESPONSES

Both fields can be managed as standard Interaction Workspace Case Data fields (see Customer Case information in the Interaction Workspace Deployment Guide). Web Engagement fields use the following Case Data business attribute values:

1. Current Web Page
2. Engagement Start Page