



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.

# Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

[Viewing Web Activity](#)

12/17/2025

# Viewing Web Activity

The Web Engagement Plug-in provides the on-going web visit or the full browsing history information about the current visit. The Web Activity tab (extension) is extended with or through the following visual divisions:

1. Tags Panel
2. History View
3. Details View

The Tags Panel contain the Web Engagement Categories which are created by the Genesys Web Engagement Plug-in for Administrator Extension. The tags (or categories) are used for additional filtration in the History View objects (events or pages). The current selection in this panel displays details, including Web Engagement data, in the History and Detail views.