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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

Genesys Web Engagement 8.1.2

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Genesys Web Engagement Plug-ins for Interaction Workspace Help

Welcome to the *Genesys Web Engagement Plug-ins for Interaction Workspace Help*. This document introduces you to the GUI elements that are added to Interaction Workspace / Workspace Desktop Edition by the GWE plug-ins and describes how to use them.

Genesys provides the following two plug-ins:

- Genesys Web Engagement Plug-in for Interaction Workspace — Use this plug-in if your Genesys environment includes Interaction Workspace 8.1.4.
- Genesys Web Engagement Plug-in for Workspace Desktop Edition — Use this plug-in if your Genesys environment includes Workspace Desktop Edition 8.5.0.

See the summary of chapters below for details about the plug-ins.

GWE Plug-ins

[What are the GWE Plug-ins for Interaction Workspace / Workspace Desktop Edition?](#)

[Viewing Interaction Case Data](#)

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What are the GWE Plug-ins for Interaction Workspace / Workspace Desktop Edition?

Once installed, as detailed [here](#), the Genesys Web Engagement Plug-ins enable Interaction Workspace or Workspace Desktop Edition to support the Web Engagement interactions that are created when actionable events are submitted to the Web Engagement Backend Server.

The Web Engagement Plug-ins integrate in the following views of Interaction Workspace / Workspace Desktop Edition:

1. [Interaction Case Data](#)
2. [Contact Interaction History Details](#)
3. [Web Activity Tab](#)

You can also customize views to integrate your own business information. For details about customizing views, see the [Interaction Workspace Developer's Guide](#).

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

Engagement 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

Viewing Contact Interaction History

The Web Engagement Plug-in provides the browsing history in this section for specific interactions of type "webengagement". The browsing history is displayed for the whole visit associated with the selected Web Engagement interaction.

This presentation can be configured in the Module Configuration file (Genesyslab.Desktop.Modules.WebEngagement.module-config) as a special activity type with the fixed name "History".

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.