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Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

How do I see which page my customer was on when invited to engage?

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You can easily see the web page your customer was browsing when an engagement invite was sent to them, and also the page they are currently displaying.

Finding the Case Information

The screenshot shows the Genesys Monique Chanel - Workspace interface. On the left, the 'Case Information' panel is highlighted with a yellow border and an arrow pointing to it from the text 'Case Information' written above it. The panel displays the following details:

- Origin: Inbound chat
- Current Web Page: Second
- Engagement Start Page: Singleton
- Target: Web Engagement Chat

Below the Case Information panel, a chat log shows the following messages:

- [7:20:33 AM] New party 'test user1 user2 ' has joined the session
- [7:21:09 AM] New party 'Monique Chanel' has joined the session
- [7:21:27 AM] Monique Chanel: Hello!
- [7:21:34 AM] test user1 user2 : Hi!
- [7:21:58 AM] test user1 user2 : Could you please help me with this site?

On the right side of the interface, the 'Current Visit' section displays a table with the following data:

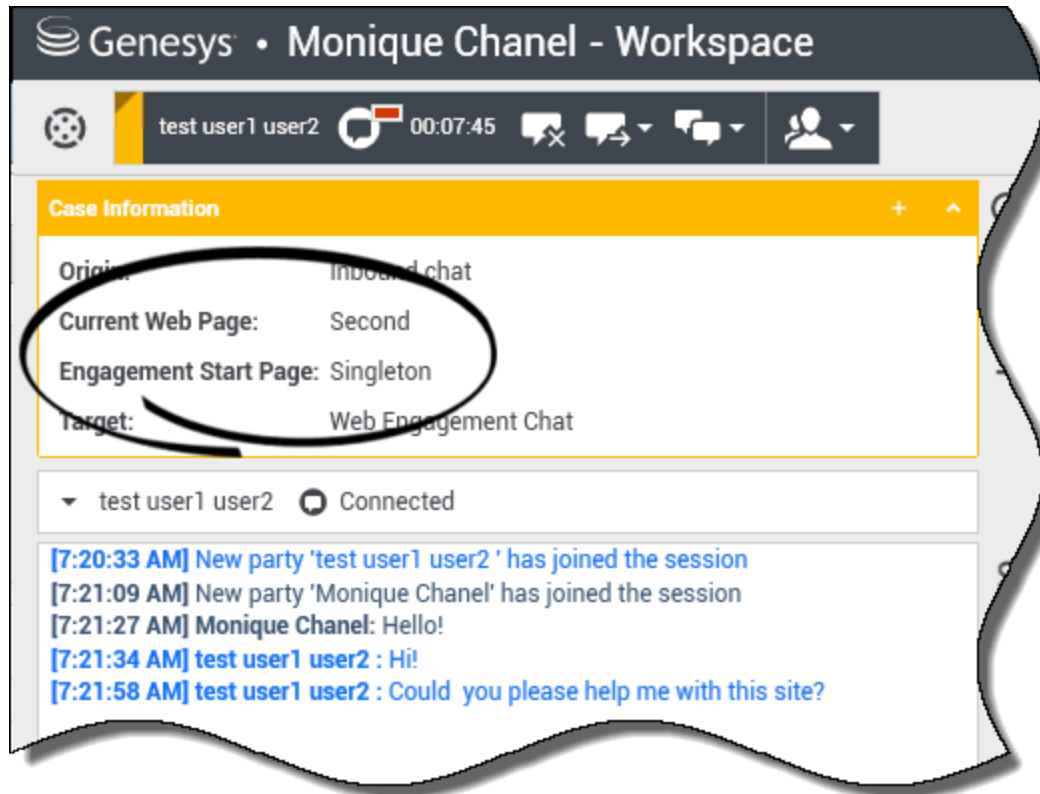
Description	Started	Duration	URL
Second	10/7/2015 2:27:10 PM	00:00:00	http://d...
Second	10/7/2015 2:27:09 PM	00:00:00	http://d...
Second	10/7/2015 2:27:06 PM	00:00:02	http://de...

Below the table, there is a pagination control showing 'Page 2 of 2' and '10 per page'. A 'Details' button is also visible.

The current customer's case information is visible on the left side of the active-interaction window.

How do I see which page my customer was on when invited to engage?

Seeing the page your customer was on when invited to engage—and also their current web page



The title of the web page your customer was browsing when an engagement invite was sent to them is labeled **Engagement Start Page**, and the title of their current page is displayed right above it, as highlighted by the circle.

The title of the current page will change as the customer moves from page to page on your site.