

GENESYS[®]

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

Genesys Web Engagement 8.5.2

12/30/2021

Table of Contents

Genesys Web Engagement Plug-in for Workspace Desktop Edition Help	3
How do I view my customer's browser history?	4
How do I see which page my customer was on when invited to engage?	5
How do I view a list of the web pages my customer has been browsing?	7
How do I use categories to filter the web page list?	11

Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

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

Genesys provides the following plug-in:

• Genesys Web Engagement Plug-in for Workspace Desktop Edition — Use this plug-in if your Genesys environment includes Workspace Desktop Edition 8.5.124 or higher.

You can use this plug-in to view your current customer's browser history.

Note: When using this plug-in, please take into account the following:

- The agent will be treated as an anonymous user when viewing pages visited by customers. If the visitor is authorized on the site, pages that require authorization may be displayed to the agent differently than they are to the visitor.
- Cookies that are saved in a visitor's browser are not visible from the plug-in. This means that you will not be able to see cookie-related information, such as items in the customer's shopping cart.

How do I view my customer's browser history?

The following articles show you how to view your current customer's browser history:

- How do I view the first and the current web pages my customer has been browsing?
- How do I view a list of the web pages my customer has been browsing?
- How do I use categories to filter the web page list?

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

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

Senesys • •	Monique Chanel - Workspace				🥑 Moni	ique Chanel	- A
🤨 🚺 test user 1 use	12 🖵 00:07:45 🍢 🛒 🍋 🖌 🖳 🗸		Case	Inform	nation		
Case Information	Ľ	+ ^ 🛈	Activi	ity: Current \	/isit 👻		
Origin:	Inbound chat	8	AGUN	ourient v			
Current Web Page:	Second	NTA	Δ	ll Cat	enories Se	-se	ed
Engagement Start Pag	e: Singleton	CT		n out	egoneo o		
Target:	Web Engagement Chat		Cu	ırrent Visit			
	Connected			Description	Started	Duration	URL
[7:20:33 AM] New party [7:21:09 AM] New party [7:21:27 AM] Monique [7:21:34 AM] test user1 [7:21:58 AM] test user1	'test user1 user2 ' has joined the session ''Monique Chanel' has joined the session Chanel: Hello! user2 : Hi! user2 : Could you please help me with this site?	CO-BROWS		Second Second Second	10/7/2015 2:27:10 PM 10/7/2015 2:27:09 PM 10/7/2015 2:27:06 PM	00:00:00 00:00:00 00:00:02	http://d http://de http://de
		R	i4 Det	∮ Page 2 ails	of 2 10	▼ per page	ge
		Send Send					

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

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

Senesys • Monique Chanel - Workspace	
🛞 🚺 test user1 user2 🖵 00:07:45 🐺 🛒 🦕 🖓 🗸 ▾	
Case Information +	<u>^</u>
Origin. Indexed chat	
Current Web Page: Second	
Engagement Start Page: Singleton	ł
Target: Web Engagement Chat	
✓ test user1 user2	=)
[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!	1
[7:21:58 AM] test user1 user2 : Could you please help me with this site?	

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.

How do I view a list of the web pages my customer has been browsing?

You can easily see a list of the web pages your customer has been browsing during their current visit, as well as the contents of the currently selected web page.

Finding the Web Activity Pane

0	Activity: Cur
S	Houring.
NTA	All d
CT	
	Curre
CO-BROWSE	
RESPONSES	Details English
WEB ACTIVITY	Se
	⑦ CONTACT CO-BROWSE RESPONSES

To access the Web Activity view, select the vertical **WEB ACTIVITY** tab on the active-interaction window.

A list of the web pages your customer has been browsing

			🥑 Moni	que Chanel	• £ •	• • •	_ 🗆 ×
		List of We	b Pages —				≡
	() ()	Activity: Current V	/isit 🔻				
	ONTACT	All Cat	egories Se	eq-Se	ond	Singleton	
		Current Visit			V		
Ĭ		Description	Started	Duration	URL		
ļ				00.00.00			
	CO-BRO	Second Second Second	10/7/2015 2:27:10 PM 10/7/2015 2:27:09 PM 10/7/2015 2:27:06 PM	00:00:00 00:00:00 00:00:02	http:// http:// http://		b.com:90(b.com:90(b.com:90(
	CO-BROWSE	Second Second Second	10/7/2015 2:27:10 PM 10/7/2015 2:27:09 PM 10/7/2015 2:27:06 PM	00:00:00	http:// http://		0.com:90 0.com:90 0.com:90
	CO-BROWSE	Second Second Second	10/7/2015 2:27:10 PM 10/7/2015 2:27:09 PM 10/7/2015 2:27:06 PM	• per pag	http://		0.com:90i 0.com:90i 0.com:90i

You now see, on the upper right side of your window, a list of the web pages your customer has been viewing during their current visit.

Seeing the contents of the currently selected web page.

Terrando and	4		The second s		and the second s		1
		Current Visit					
Ì		Description	Started	Duration	URL		1
H		Second	10/7/2015 2:27:10 PM	00:00:00	http://	/.genesyslab.com:90	
1	CO	Second	10/7/2015 2:27:09 PM	00:00:00	http://	v.genesysland com:90	- 1
/	-	Second	10/7/2015 2:27:06 PM	00:00:02	http://	/.genesyslab.com:90	
	ROV						1
/	ISN		111				
/							1
{		🚺 🖣 Page 2	of 2 > 10	 per pag 	e		
l							
l	ж	Details		Neb Pa	age 🖊	1	
\mathbf{h}	ESF		() +1.	855.841.2866	Support Login 1	Select Region Free Trial Mon	١.
	ONSES		Genesys Custor	ner Experienc	e Solutions	Platform Services Abou	~
		- 3	Introducing t	ho Ne	ovt Co	peration Cu	
		Sec. 16.	Experience I				
/	5	X 4	Experience i	latio			
/	EB			E EDITIONS		a contraction	1
/	AC			-			
/	ΓIVI				and h		
	7				S.		
ave			O REQUEST A DEMO	e	GETAFREET		
	_						7
							_

On the lower right of your window, you can see the contents of the currently selected web page.

Important

If your customer has signed in to your website, you may not be able to view the contents of the web pages they have been browsing.

How do I use categories to filter the web page list?

Once you have opened the list of web pages your customer has been browsing, you can filter that list by selecting a category.

Filtering the list of web pages

				🥑 Moni	ique Chanel 👻	፻ -	0 -	_ 🗆 ×
								≡
P	Activit	ty: Current V	isit 🔻					
CONT					2		3	
ACT	A	I Cat	egoi	les s	seq-sec	cona	Singleton	
$\left(\right)$	Cu	rrent Visit						
		Description	Started		Duration	URL		
ł		Singleton	10/7/201	5 2:36:10 P	00:00:00 M	http://	.genesy	slab.com
		Singleton	10/7/201	5 2:34:54 P	00:00:00 M ^o	http://	.genesy	slab.com
1	8	Singleton	10/7/201	5 2:34:37 P	00:00:00 M	http://	genesy	slab.com
/	A	Second	10/7/201	5 2:27:25 P	00:00:00 M	http://	genesy	slab.com
É		Second	10/7/201	5 2:27:24 P	M 00:00:00	http://	.genesy	slab.com
ffi		Second	10/7/201	5 2:27:23 P	M 00:00:00	http://	.genesy	slab.com
f	ы	Second	10/7/201	5 2:27:18 P	M 00:00:02	http://	aenesv	slab.com
		Second	10/7/201	5 2:27:17 P	M 00:00:01	http://	/.genesy	slab.com
	₽	Second	10/7/201	5 2:27:15 P	M 00:00:01	http://	r.genesy	slab.com
Ē	-		of 1+	1	0			
Contraction of the second		and the second se	N				-	_

Directly above the list of web pages, there is an area of highlighted text (1) that tells you that you are displaying web pages in all categories.

If you click on the text next to it, which in this case is the name of the **Seq-Second** category (2), you

can filter out all of the pages that are not in that category. You can also do this for the **Singleton** category **(3)**.

Note that these categories are samples—your categories will have different names.

Displaying only one category

				🥝 Moni	que Chanel	- <u>9</u>	•	? -	_ 🗆 ×
/									≡
	•	Activi	ty: Current V	'isit 👻					
	ONTACT	A	ll Cat	egories Se	eq-Se	cond	Sin	igleton	
Ì	\	Cu	rrent Visit						
	ļ		Description	Started	Duration	URL			
,	/		Second	10/7/2015 2:27:10 PM	00:00:00	http://		.genesysla	b.com:90
	6		Second	10/7/2015 2:27:09 PM	00:00:00	http://		.genesysla	b.com:90
	-BROWSE		Second	10/7/2015 2:27:06 PM	00:00:02	http://		.genesysial	b.com:90
		_	Page 2	of 2 🕨 10			-		

Here is what you will see after you click on the **Seq-Second** category.