

GENESYS

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Genesys Engage Workspace Web Edition Help

Browser history

4/11/2025

Browser history

Workspace lets you to view a customer's browser history before you assist them, to see if they are searching randomly or for something specific.

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

⊜ Genesys [™] • W	orkspace	
Denis C)3:48 🙀 🏳 – 🖓 –	
Case Information	+	~
Origin:	Inbound Chat	
Current Web Page:	PlayGround	
Engagement Start Page:	PlayGround	
- Denis 🔾 connecte	d	
[11:41:32 AM] Denis	: New party 'Denis ' has joined the session	
[11:41:34 AM] Chat Syste	m: Agent will be with you shortly (through Chat	
Server ChatServer)	New party ' John Davis' has joined the session	
[11:41:42 AM] Denis	: Hello!	
[11:41:45 AM] John Davis	: Hi!	
		/

You can see the web page your customer was browsing when an engagement invite was sent to

them, and also the page they are currently displaying.

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

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

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

	All Categories PlayGround-Singleton PlayGround-Timeout30							
UTAC	Description	Started	Duration	Url				
	PlayGround	4/24/2015, 11:41:07 AM	00:00:00	http://135.39.45.211:8081/playground/PG.html				
ĥ	PlayGround	4/24/2015, 11:38:17 AM	00:02:49	http://135.39.45.211:8081/playground/PG.html				
	PlayGround	4/24/2015, 11:36:27 AM	00:01:50	http://135.39.45.211:8081/playground/PG.html				
	PlayGround	4/24/2015, 11:14:45 AM	00:21:41	http://135.39.45.211:8081/playground/PG.html				
	PlayGround	4/24/2015, 11:14:31 AM	00:00:12	http://135.39.45.211:8081/playground/PG.html#				
R	PlayGround	4/23/2015, 12:02:49 PM	23:17:41	http://135.39.45.211:8081/playground/PG.html				
SPO	PlayGround	4/23/2015, 12:02:10 PM	00:00:38	http://135.39.45.211:8081/playground/PG.html				
ISN				······································				
S	First Previous	1 2 Next Last		1 - 10 of 12 10 💠 per page				
Selected web page								
		V +1.888.4	36.3797 ? Support	t Login Select Region Free Trial How can we help you? Q				
		60						
		Genesys Customer	Experience So	lutions Platform Services About Contact Blog				
		1						
BAC	Introducing the Next Generation Customer							
VITV	Experience Platform							
F	9.33	(LEARN MORE)	EE EDITIONS					
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You can 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.

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

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. 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 filter the list of web pages?

			🧭 John Davis 👻 👤 👻	0
1	2		3	
All Categ	Started	Singleton Duration	PlayGround-Timeout30 Url	
PlayGround	4/24/2015, 11:41:07 AM	00:00:00	http://135.39.45.211:8081/playground/PG.html	
PlayGround	4/24/2015, 11:38:17 AM	00:02:49	http://135.39.45.211:8081/playground/PG.html	
PlayGround	4/24/2015, 11:36:27 AM	00:01:50	http://135.39.45.211:8081/playground/PG.html	
PlayGround	4/24/2015, 11:14:45 AM	00:21:41	http://135.39.45.211:8081/playground/PG.html	
PlayGround	4/24/2015, 11:14:31 AM	00:00:12	http://135.39.45.211:8081/playground/PG.html#	
PlayGround	4/23/2015, 12:02:49 PM	23:11:41	http://135.39.45.211:8081/playground/PG.html	
		00:00:38	http://www.common.com/page/alavaround/PG.html	

You can filter the web page list by selecting a category.

Above the list of web pages, there is an area of highlighted text that tells you that you are displaying web pages in all categories.

Click the categories listed next to it to filter out all of the pages that are not in that category.