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Web Services and Applications Configuration Guide

Web Engagement

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Web Engagement

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Workspace Web Edition provides options that allow agents to view their current customer's browser history using the capabilities of Genesys Web Engagement.

Important

All of the following options appear in the interaction-workspace section.

webme.allowed-domains

- Default value: *
- Valid Values: A comma-separated list of domains which can be displayed to the agent in the page frame.
- Changes take effect: When the session is started or restarted.
- Description: Limits agent access to only those domains which are included in the list. Provided in order to protect agents from opening non-secure websites.

webme.auth-scheme

- Default value: none
- Valid Values: none or basic
- Changes take effect: When the session is started or restarted.
- Description: Specifies the HTTP authentication scheme used to provide for secure browser history requests to the Web Engagement Server.

webme.password

- Default value: ""
- Valid Values: A valid password.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the password used to authenticate browser history requests to the Web Engagement Server.

webme.url

- Default Value: ""
- Valid Values: A valid url.
- Changes take effect: When the session is started or restarted.
- Description: Path to the Web Engagement Server URL.

webme.user-id

- Default value: ""
- Valid Values: A valid user ID.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the user ID used to authenticate browser history requests to the Web Engagement Server.

webme.useSecuredHistoryAPI

- Default value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies to use secure history REST API service.

privilege.webme.can-use

- Default value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Indicates that the agent is allowed to use the web engagement features.