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# Web Services and Applications Configuration Guide

Web Engagement

# 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.