Genesys

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Co-browse

Release 8.1

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About This Software

Genesys Co-browse is a browser-based application that facilitates agents (CSRs) to help remote customers to complete an action on a web page, such as submitting a form, or help with online shopping. During a Co-browse session, the customer (or an agent) initiates a change on their own browser and that change is reflected instantaneously on the other end. While Co-browsing, the agent and the remote customer stay in contact either by phone or through chat. Unlike a screen sharing application, Co-browse is governed by business rules, whereby only relevant information is shared with an agent. Other sections of a web page are masked or hidden from the agent purview. Co-browse is highly secured and agent actions are controlled, monitored, and recorded.

New Features in 8.1.3

Some of the primary features in release 8.1.3 are:

- Ability for the customer and agent to jointly co-browse web pages and jointly fill out web forms without downloading any third party components to their computer, such as Java applets, Acrobat flash plug-ins, ActiveX plug-ins, and so on.
- Data masking, precise control of DOM actions, multi-lingual support and Write mode (simultaneous edits).
- Compatible with all leading browsers (Internet Explorer 9+, Firefox 17+, Safari 6+, Chrome 5+).
- Seamless integration with Interaction Workspace and Workspace Desktop Edition.
- Support for HTTP, HTTPS, cookies, web pages with external MIME types, and end-to-end SSL encryption.
- Support for load balancing of Co-browse Servers.
- Interaction-based reporting, Activity-based reporting, and Real-time reporting.
- TLS support on connections with Genesys servers.
- Cobrowse and Chat JavaScript APIs.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific
Contains reporting templates and the installation files for the software.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Genesys Documentation website](#) and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the *[Genesys Care Program Guide](#)*. Please tell the Customer Care representative that you are a Genesys Co-browse 8.1 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *[Genesys Licensing Guide](#)* on the Genesys documentation website and the licensing section of the *[Genesys Migration Guide](#)*.

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- *[Genesys Supported Operating Environment Reference Guide](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

Legal Notices

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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