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Co-Browse Administrator's Guide

Genesys Co-browse Localization

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-
- Developer

You can localize the end-user Co-browse UI using the built-in German or French localization options.

Related documentation:

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To localize the end-user Co-browse UI, configure the **localization** option in the global configuration object in `window._genesys.widgets.cobrowse`.

Important

The Co-browse agent-facing UI inherits localization from the Agent Workspace locale settings.

To set the end-user Co-browse UI language to German or French, add **de** or **fr** to the instrumentation:

Example

```
window._genesys.widgets.cobrowse = {  
  
  src: APIGEE_GCB_URL+'/cobrowse/js/gcb.min.js?apikey=APIGEE_GCB_KEY',  
  url: APIGEE_GCB_URL+'/cobrowse/',  
  apikey: 'APIGEE_GCB_KEY'  
  
  lang: 'de'  
};
```

If both **lang** and **localization** are provided, **localization** takes priority. This way it is possible to use built-in German or French localization and override some fields as necessary.

Example

```
window._genesys.widgets.cobrowse = {  
  ...  
  lang: 'de',  
  localization: {  
    "modalYes": "Natürlich!"  
  }  
};
```

If you are using Co-browse outside of Genesys Widgets, use `window._genesys.cobrowse.localization` instead of `window._genesys.cobrowse.widgets.localization`.

Example

```
if(!window._genesys>window._genesys = {});

window._genesys.widgets = {
  cobrowse: {
    src: 'https://www.website.com/cobrowse/js/gcb.min.js',
    url: 'https://www.website.com/cobrowse/',
    localization: {
      // Here we're just changing default "Session ID" to "Session token"
      // You can use this mechanism to adjust default localization to your taste, not
      necessarily just for other languages
      'toolbarContent': 'Session token: {sessionId}'
    }
  }
};
```

Tip

You don't have to list all key-value pairs. Ones not listed are inherited from the defaults.

Default values

```
{
  "agentJoined": "Representative has joined the session",
  "youLeft": "You have left the session. Co-browse is now terminated.",
  "sessionTimedOut": "Session timed out. Co-browse is now terminated.",
  "sessionInactiveTimedOut": "Session timed out. Co-browse is now terminated.",
  "agentLeft": "Representative has left the session. Co-browse is now terminated.",
  "sessionError": "Unexpected error occurred. Co-browse is now terminated.",
  "sessionsOverLimit": "Representative is currently busy with another Co-browse session. Co-browse is now terminated.",
  "serverUnavailable": "Could not reach Co-browse server. Co-browse is now terminated.",
  "sessionStarted": "Your co-browse session ID is {sessionId}. Please spell it to our representative to continue with co-browsing.",
  "navRefresh": "Representative has refreshed the page. Reloading.",
  "navBack": "Representative has pressed the \"Back\" button. Reloading page.",
  "navForward": "Representative has pressed the \"Forward\" button. Reloading page.",
  "navUrl": "Representative has requested navigation. Reloading page.",
  "navFailed": "Navigation request by representative has failed.",
  "toolbarContent": "Session ID: {sessionId}",
  "contentMasked": "Content is hidden from representative",
  "contentMaskedPartially": "Some content is hidden from representative",
  "exitBtnTitle": "Exit Co-browse session",
  "areYouOnPhone": "Are you on the phone with our representative?",
  "areYouOnPhoneOrChat": "Are you on the phone or chat with our representative?",
  "connectBeforeCobrowse": "You need to be connected with our representative to continue with co-browsing. Please call us or start a live chat with us, and then start Co-browse again.",
  "sessionStartedAutoConnect": "Co-browse session started. Waiting for representative to connect to the session...",
  "browserUnsupported": "Unfortunately, your browser is not currently supported. Supported browsers are: Google Chrome, Mozilla Firefox, Internet Explorer 11 and above, and Safari 6 and above.",
  "modalTitle": "Co-browse",
  "modalYes": "Yes",
  "modalNo": "No",
  "writeModeInProgress": "Agent has control over the page.",
```

```
"downgradeMode": "Revoke control",
"modeUpgraded": "Co-browse session was upgraded. Agent has control over the page.",
"modeDowngraded": "Co-browse session was downgraded. Agent has no control",
"modeUpgradeRequested": "Agent requests upgrading Co-browse session to \"write\" mode. In
\"write\" mode agent will have control over the page."
}
```