



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Co-Browse Administrator's Guide

Genesys Co-browse Localization

-
- Developer

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

Related documentation:

-

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."
}
```