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Co-Browse Administrator's Guide

Genesys Co-browse DOM Restrictions Editor

9/10/2025

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- Administrator
 - Developer

You can hide sensitive customer data from agents and restrict control of elements in a co-browse session.

Related documentation:

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The Genesys Co-browse DOM (Document Object Model) Restrictions Editor makes it easier for you to hide sensitive customer data from agents and restrict control of elements in a co-browse session. The Editor handles most of the configuration complexity behind the scenes and allows you to focus on your restrictions. You can implement two types:

- **DOM control**—the agent sees the content but won't be able to interact with it. For example, clicking a button or a link won't work for the agent, even when Co-browse is in Write Mode. The agent will see a green border surrounding content with DOM control.
- **Data masking**—the agent sees masked content as asterisks (*****) instead of characters, and masked images will be grayed out. The agent will see a purple border surrounding masked characters and images.

Important

Since masked content is also DOM controlled (non-interactive), the DOM Restrictions Editor shows Data Masking as DOM Control and Data Masking.

With the DOM Restrictions Editor, you can easily

- create, edit, or delete a restriction.
- have an optional description.
- view a list of existing restrictions.
- logically group your restrictions.
- apply a restriction to all web pages, or to the page or set of pages that match the regular expression.
- view all restrictions on the current web page.

To allow users to log into the DOM Restrictions Editor, add them to the **Administrators** Access Group.

[Link to video](#)

Watch the video tutorial on how to use the DOM Restrictions Editor.