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Widgets Developer's Guide

[Cookies](#)

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Learn which session cookies are used by Genesys Widgets to restore chat sessions, track the state of the UI, store a customer's decisions, and more.

Related documentation:

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Overview

Purpose

Genesys Widgets uses cookies to store non-sensitive data in the browser. The end-user's browser must allow cookies for Genesys Widgets to operate properly. Each cookie is required, and without the ability to read and write these cookies, Genesys Widgets features will not function properly.

Cookie creation

All cookies start with the prefix "**_genesys.widgets**" to easily identify them. By default, Genesys Widgets cookies are created in a way that allows the cookies to be read across sub-domains by setting the "domain" attribute in the cookie options. We derive the proper domain value by parsing the host site's domain and extracting it.

Important

Genesys Widgets never stores Personally Identifiable Information (PII) in its cookies.

Duration

All cookies used by Genesys Widgets are created as session cookies and will be deleted when the user's browser is fully closed.

Sub-domains

Normally, cookies cannot be transferred between sub-domains of a website unless they are configured to do so. Genesys Widgets automatically detects the domain of the host site and configures all cookies to be transferable between sub-domains. For example, you could start a chat on **www.testsite.com** and restore that chat session on **store.testsite.com**,

support.testsite.com, or **portal.testsite.com**.

Cookie support in test environments

Genesys Widgets uses special cookies that persist across sub-domains. This is a critical feature for plugins like WebChat that need to restore an active chat session while navigating around a website. The side effect of using this type of cookie is they won't work when using test environment domain names such as "localhost" or an IP address. You must use a fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name. Cookies will also fail to work if you run the test site as an HTML file path directly in the browser.

One workaround is to update your system's **hosts** file to create an FQDN alias for "localhost", your test environment's name, or an IP address.

Example

```
127.0.0.1    localhost
127.0.0.1    localhost.com
```

A fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name is not mandatory, but it is recommended. This way, the cookies will also work when using test environment domain names such as "localhost" or an IP address.

The following is a list of cookies used by Genesys Widgets.

App

Cookie Name	Purpose
<code>_genesys.widgets.app.autoLoadList</code>	Contains a list of active plugin names that are updated based on the usage of widgets during the lazy loading deployment method. This is to ensure that a widget is auto-loaded during a page refresh or page navigation when there is an active session associated with it.

Console

Cookie Name	Purpose
<code>_genesys.widgets.console.session</code>	Contains the active Console plugin open/close state.
<code>_genesys.widgets.console.commandPlugin</code>	Contains the selected plugin name from the Commands section.

Cookie Name	Purpose
<code>_genesys.widgets.console.command</code>	Contains the selected command to run from the Commands section.
<code>_genesys.widgets.console.eventPlugin</code>	Contains the selected plugin from the Events section to listen for events.
<code>_genesys.widgets.console.event</code>	Contains the selected event type to listen against, from the Events section.
<code>_genesys.widgets.console.optionsArea</code>	Contains the command options to send when executing a command.
<code>_genesys.widgets.console.activeSubscriptions</code>	Contains the list of all active event subscriptions listening via the Console plugin.
<code>_genesys.widgets.console.windowPosition</code>	Contains the position of the Console plugin on the screen.

WebChat

Cookie Name	Purpose
<code>_genesys.widgets.webchat.state.open</code>	Contains the WebChat Widget open or close state for internal tracking purposes.
<code>_genesys.widgets.webchat.state.keys</code>	Can contain encrypted keys related to the current active chat session.
<code>_genesys.widgets.webchat.state.ping</code>	Contains the time at which the last successful request was made to the server.
<code>_genesys.widgets.webchat.metaData</code>	Contains all the Metadata details related to the current active chat session.
<code>_genesys.widgets.webchat.state.index</code>	Contains the last unique Message ID for internal tracking purposes.
<code>_genesys.widgets.webchat.state.filters</code>	Contains any prefilters that were added using WebChatService plugin commands <code>addPrefilter</code> or <code>sendFilteredMessage</code> .
<code>_genesys.widgets.webchat.state.session</code>	Contains the unique Session ID related to the current active chat session. It is used to restore the active chat session during scenarios like page refresh or page navigation.
<code>_genesys.widgets.webchat.state.minimized</code>	Contains the WebChat Widget minimized or maximized state for internal tracking purposes.
<code>_genesys.widgets.webchat.autoInvite.disabled</code>	Contains a value that disables or enables the WebChat autoInvite feature. It is dynamically updated based on the user's response to the initial WebChat invite.
<code>_genesys.widgets.webchat.state.unreadMessages</code>	Tracks the number of unread messages during an active chat session, when WebChat is minimized. It is cleared whenever the WebChat Widget is

Cookie Name	Purpose
	maximized by the user to read the new messages.
<code>_genesys.widgets.webchat.state.lastMessageCountRead</code>	Contains the number of messages that are read during an active chat session that calculates the number of unread messages when WebChat is minimized. It is automatically cleared whenever the WebChat Widget is maximized or closed/ended.
<code>_genesys.widgets.webchat.state.asyncUnreadMessageCount</code>	Keeps track of the number of unread messages related to an Async Chat, when WebChat is minimized. It is cleared whenever the WebChat Widget is maximized by the user to read the new messages.
<code>_genesys.widgets.webchat.state.pureengage-v3-rest.session</code>	Used only with Genesys Engage V3 API. It contains the Session ID related to the current active chat session. It is used to restore the active chat session during scenarios like page refresh or page navigation.
<code>_genesys.widgets.webchat.state.pureengage-v3-rest.keys</code>	Used only with Genesys Engage V3 API, containing the encrypted keys related to the current active chat session.
<code>_genesys.widgets.webchat.state.pureengage-v3-rest.index</code>	Used only with Genesys Engage V3 API, containing the last unique message ID for internal tracking purposes.
<code>_genesys.widgets.webchat.state.pureengage-v3-rest.open</code>	Used only with Genesys Engage V3 API, containing the WebChat Widget open or close state for internal tracking purposes.
<code>_genesys.widgets.webchat.state.purecloud-v2-sockets.JWTtoken</code>	Used only with Genesys Cloud CX V2 API, containing the JWT token related to the current active chat session.
<code>_genesys.widgets.webchat.state.purecloud-v2-sockets.ConversationID</code>	Used only with Genesys Cloud CX V2 API, containing the active conversation ID related to the current chat session.
<code>_genesys.widgets.webchat.state.purecloud-v2-sockets.MemberID</code>	Used only with Genesys Cloud CX V2 API, containing the user ID of the WebChat Widget related to the current active chat session.
<code>_genesys.widgets.webchat.state.purecloud-v2-sockets.WS_URL</code>	Used only with Genesys Cloud CX V2 API, containing the WebSocket event stream URI for listening to new incoming messages.
<code>_genesys.widgets.webchat.state.purecloud-v2-sockets.LastMsgId</code>	Used only with Genesys Cloud CX V2 API, containing the last unique ID of the message sent in the WebChat Widget.

Local storage

Genesys Widgets uses local storage to store non-sensitive data in the the browser with no expiration date.

Key name	Purpose
<code>_genesys.widgets.inFocus</code>	A globally unique identifier (GUID) to identify the current active chat session browser tab/window, when the WebChat Widget opens in multiple browser tabs/windows.