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Widgets Developer's Guide

[Cookies](#)

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

Related documentation:

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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 `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 that 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.

List of cookies

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 deployment. 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. |
| <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 |

| Cookie name | Purpose |
|--|--|
| | 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.metaData</code> | Contains all the metadata details related to the current active chat session. |
| <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.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.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.purecloud-v2-sockets.JWTtoken</code> | Used only with PureCloud 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 PureCloud 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 PureCloud 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 PureCloud 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 PureCloud V2 API, containing the last unique ID of the message sent in the WebChat Widget. |
