GENESYS™

WebRTC Private Edition Guide

Configure WebRTC agent with browser-based WWE via Agent Setup Application

1/23/2026

Contents

Agent does not need a Genesys Softphone as an endpoint for this configuration. But only needs a browser-based WWE, which uses WebRTC capabilities of Chrome, Firefox, and Chromium browsers.

Related documentation:
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RSS:

- For private edition

Supported browser versions

- Chrome - 70+
- Firefox - 62+
- Chromium - 85.0.564.41+

Configuration steps

To configure the WebRTC agent, perform the following steps.

1. Log in to the Agent Setup application via Genesys Portal for your Tenant. See Agent Setup guide on how to use Agent Setup application.
2. Select **Users** tab.
3. Click **Add User**.
4. Update all the mandatory fields:
    - First Name
    - Last Name
    - Username
    - Password
    - Password Confirm
    - Phone Number
5. Click **Save**.
6. Go to **Desktop Options** > **Voice**.

7. Select the **Can Use WebRTC** option.

8. Configure **Expression to capture groups in GWS url** and **WebRTC Service URN** options, if required.

9. Click **Save.**

The following table includes the options and its values for WebRTC configuration.

Option Name	Option Value
Expression to capture groups in GWS url	It is a regular expression that allows the workspace to extract some part of its URL to capture the groups containing shared information among services, like the tenant or the region.
WebRTC Service URN	It is a WebRTC service URL that can be templated with the groups captured using the **Expression to capture groups in GWS url** option.