B2C Service

Co-browse API Reference for B2C Service

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Preface

This preface introduces information sources that can help you use the application and this guide.

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1 Introduction

Document Purpose

To provide basic understanding of the Co-browse API.

The document also provides information about the set of methods, options, and event types involved in establishing and maintaining a Co-browse session.

2 Co-browse Application States

Application States

The Co-browse application states help you to understand the current state of the application.

Application States

N	Application State	Description	Available Functionality
1	INIT	Application is initializing (for example, after a page loads). At this point, it is not clear if there is another active Co-browse session.	Checking application state **`(Cobrowse.API.Session.getState)`**, subscribing to application events.
2	READY	Application finished initializing, no active Co-browse session detected.	Checking application state **`(Cobrowse.API.Session.getState)`**, subscribing to application events, starting Co-browse session.
3	STARTING	Application is in the process of starting a Co-browse session. No access code received yet.	Checking application state, subscribing to application events.
4	ACTIVE (all sub-states) ACTIVE:WAIT ACTIVE:ACTIVE ACTIVE:ESCALATING ACTIVE:ESCALATED	Co-browse session in progress Co-browse session ID generated - but no agent is connected to the session yet ICB session is in progress, at least one agent is connected Escalation to advanced mode is in progress ACB session is in progress, at least one agent is connected	Checking application state **`(Cobrowse.API.Session.getState)`**, subscribing to application events, disconnecting the Co-browse session.
5	DISCONNECTING	Application is in the process of terminating a Co-browse session	Checking application state **`(Cobrowse.API.Session.getState)`**, subscribing to application events.
6	ERROR	Fatal application or environment error encountered	Checking application state **`(Cobrowse.API.Session.getState)`**

3 Co-browse Methods and Properties

Methods and Properties

The methods and properties listed below can be accessed using the Co-browse object:

Methods and Properties

N	Method	Required Application States	Description
1	`Cobrowse.ready([callback])`	Any state	This asynchronous function signals to the caller when Co-browse API is fully loaded and ready to use. If callback function is provided, it is called when the API is ready. Otherwise, this method returns a Promise which is resolved when the API is ready.
2	`Cobrowse.API.checkEnvironment()`	`INIT, READY`	Performs an environment check and returns a JSON object identifying whether the environment supports Co-browse. The following are the properties of the returned object: ICB(boolean)Indicates whether the environment supports HTML-based Co-browse (instant mode) ACB(boolean) Indicates whether the environment supports advanced Co-browse If both properties have the value as false, the environment will not support Co-browse, and an attempt to start a Co-browse session will not succeed.
3	`Cobrowse.API.setReportingId(params)`	`INIT, READY`	Identifies non-mandatory parameters for Co-browse reporting. params is a JSON object. Supported properties: extKey (unique alphanumeric value which will be associated with the Co-browse session and propagated to Co-browse reporting). This function must be called before starting the Co-browsing session.

N	Method	Required Application States	Description
			Example: `Cobrowse.API.setReportingId ({"extKey":"xZ097Ab"});`
4	`Cobrowse.API.Session.start([params])`	`READY`	Sends a request to the Oracle servers to start a Co-browse session. Success or failure of the request can be further tracked through the events mechanism. params is an optional parameter containing a JSON object. Supported properties: SID(alphanumeric value which will be used as a Co-browse session identifier) return value: JSON object with two properties: result(Boolean type) indicates whether the session start was successfully initiated description contains error description (if any) which occurred when session was attempted to start Example:`Cobrowse.Session.start({"SID": "107343:ABC9877"});`
5	`Cobrowse.API.Session.stop([params])`	`STARTING`, `ACTIVE`	Initiates a request to stop the Co-browse session. params is an optional parameter containing a JSON object. Supported properties: reason (string value describing a disconnect reason). return value: JSON object with two properties. result (Boolean type) indicates whether the termination of the active session was successfully initiated description contains error description (if any) which occurred when session was attempted to stop
6	`Cobrowse.API.Session.getState()`	`INIT`, `READY`, `STARTING`,	Returns string describing current state of the Co-browse application. Please refer to Application States section for the description of possible return values.

N	Method	Required Application States	Description
		`ACTIVE`, `DISCONNECTING`	
7	`Cobrowse.API.Session.accessCode`	`ACTIVE`	A read-only property which returns Co-browse access code as a string value when the Co-browse session is in progress, or undefined if there is no active session
8	`Cobrowse.API.Session.mode`	`ACTIVE`	A read-only property which returns a string with the mode for the active Co-browse session, or undefined if there is no session in progress. "ICB": HTML-based Co-browse (instant mode);"ACB": advanced screen-sharing mode
9	`Cobrowse.API.Session.startAdvancedMode()`	`ACTIVE`	Switches ongoing session to the advanced mode. This function call may require opening a new browser window or downloading an application file. Unless it is triggered from a user-initiated event handler (like onclick or onkeydown), the new window (and thus the advanced mode) may be blocked by the browser. return value: JSON object with two properties. result (Boolean type) indicates whether the switch to advanced mode was successfully initiated description contains error description (if any) which occurred during this attempt.
10	`Cobrowse.API.Session.SID`	`ACTIVE`	A read-only property which returns a session identifier. If SID value is specified at session start, it has to be an alphanumeric value and upto 200 characters long; if the SID value is not specified, it will be undefined.

Default UI API

The methods and properties related to UI management can be accessed using the Co-browse.API.DefaultUI.

Default UI Methods

N	Method Name	Parameters	Description
1	Cobrowse.API.DefaultUI.setLanguage(lang)	lang: string with a language tag The API supports two-letter language tags as defined in ISO 639-1, three-letter language tags as described in ISO 639-2, culture names composed from language and region identifiers as described in Microsoft API (*https://docs.microsoft.com/en-us/openspecs/windows_protocols/ms-lcid*) or its decimal LCID equivalents. If the API is given a language tag which doesn't match any supported standard, the API will attempt to parse it according to the RFC 4647, section 3.4 (*https://tools.ietf.org/html/rfc4647#section-3.4*) until it matches any of the known standards. If no match is obtained, the API will fallback to use the default language for the current deployment.	Causes default UI to reload in the specified language (from the list of supported languages). return value: true if lang is found in the list of supported languages or false otherwise. **Note:** Result true does not guarantee UI is actually loaded in the specified language. Loading is a separate asynchronous process.
2	Cobrowse.API.DefaultUI.getLanguage()		Returns string with LCID corresponding to the currently selected UI language
3	Cobrowse.API.DefaultUI.expand()		Causes launch pad to expand to imitate click on launch panel
4	Cobrowse.API.DefaultUI.collapse()		Causes launch panel to minimize back to a button
5	Cobrowse.API.DefaultUI.hide()		Hides the cobrowse launcher in web pages where this method is referenced

4 Co-browse Events

Cobrowse.Events Methods

The events that can be accessed through the Cobrowse.Events object supports some methods.

Methods

N	Method Name	Parameters	Description
1	listen(callback)	callback: pointer to a function which will be called when the event is dispatched	Adds a listener to the list of subscribers to the event. Example: `Cobrowse.Events.SessionStarted.listen(function (evt) {console.log("The session started event fired, the 6-digit code is: " + evt.accessCode);});`
2	removeListener(callback)	callback: pointer to a function which should be removed from the subscribers list	Removes a subscriber from the list of event listeners

Supported Events

The supported events can be accessed using the Cobrowse.Events object.

Supported Events

N	Event Name	Properties	Description
1	SessionStarting		This event is triggered before session start request is sent to Oracle servers. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.SID	SID: If session was initiated by Chat or other external application, event.SID property will contain external alphanumeric session identifier. If the session was started by the end user, this value will be undefined.
		event.siteCode	siteCode: string with client Site ID
2	SessionStarted		This event is triggered when a Co-browse session successfully starts. Listeners to this event, when triggered, will receive a JSON object with the following properties:

N	Event Name	Properties	Description
		event.accessCode	accessCode: string with the 6 digit access code for standalone Co-browse
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.mode	mode: string with one of two pre-defined values: "ICB" for HTML-based Co-browse mode, or "ACB" for advanced Co-browse mode
		event.siteCode	siteCode: string with client Site ID
3	SessionEnded		This event is triggered when a co-browsing session is ended. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.reason	reason:will contain a string indicating why the session was ended. It can contain one of the pre-defined values: "USER_INITIATED": requested by the end user "USER_TIMEOUT": no agent connected within a reasonable time "NETWORK_TIMEOUT": connection was lost and could not be recovered within a reasonable time It can also contain an arbitrary disconnect reason value if the session was stopped through the API method `Cobrowse.API.Session.stop`, and the reason value was specified in the parameter to that method.
		event.accessCode	accessCode: string with the 6-digit access code for standalone Co-browse.
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.siteCode	siteCode: string with client Site ID
		event.agentCount	agentCount: number of currently connected agents
4	AgentConnected		The event is fired when a new agent connects to an ongoing session. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.name	name: agent's display name

N	Event Name	Properties	Description
		event.id	id: unique agent ID
		event.accessCode	accessCode: string with the 6-digit access code for standalone Co-browse
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.siteCode	siteCode: string with client Site ID
5	AgentDisconnected		The event is fired when agent disconnects from the ongoing session. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.name	name: agent's display name
		event.id	id: unique agent ID
		event.accessCode	accessCode: string with the 6-digit access code for standalone Co-browse
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.siteCode	siteCode: string with client Site ID
6	StateChanged		This event is fired on each change of the co-browsing application state which is described in Cobrowse.API.Session.getState(). This event may be used to monitor Co-browse application state and session activity. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.state	state: strings with new value of the co-browsing application state
		event.previousState	previousState: strings with previous value of the co-browsing application state
		event.accessCode	accessCode: string with the 6-digit access code for standalone Co-browse
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.siteCode	siteCode: string with client Site ID
7	NavigatingAway		Indicates that the client has clicked on a link which will open a third-party website, and which will terminate the Co-

N	Event Name	Properties	Description
			browse session. Listeners to this event, when triggered, will receive a JSON object with the following properties:
		event.url	url: URL of the page to which the user will be taken if clicked on that URL
		event.accessCode	accessCode: string with the 6-digit access code for standalone Co-browse
		event.SID	SID: string with an external alphanumeric session identifier for integrated Co-browse
		event.siteCode	siteCode: string with client Site ID