

Glance Cobrowse API

Version 3.0.1 Glance Networks, Inc.

Visitor Side API

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GLANCE_COBROWSE

Certain cobrowse parameters can be controlled by setting properties on a Javascript variable: **window.GLANCE_COBROWSE**.

The following string properties can be set on GLANCE_COBROWSE. These properties would typically be set if the visitor is logged in and this information is known at the time the page is rendered.

visitorid	If specified, this is used as the session key when a cobrowse session starts instead of a random key. Often a userid or some other string that uniquely identifies the website visitor. May contain alphanumeric characters, - and _.
name	Visitor's name
email	Visitor's email address
phone	Visitor's phone number

. name, email, and phone, if provided, are stored with the session record in the database.

Example:

```
var GLANCE_COBROWSE = {  
  visitorid: "59204gh_42",  
  name: "Niels Bohr",  
  email: "nbohr@glance.net",  
  phone: "314-159-2653"  
};
```

If this variable is defined at the time a session starts, this guest information is used for the session regardless of how the session was started.

GLANCE.Cobrowse.Visitor

These methods are available on the GLANCE.Cobrowse.Visitor object for pages that have included the cobrowse api script. Methods marked with (*) can only be called when there is a session running.

[showButton\(show\)](#)

Shows the cobrowse start button, if show is true. If show is false, hides the button.

[toggleButton\(\)](#)

Toggle the display of the cobrowse start button

[showTerms\(termsParams\)](#)

Show a terms and conditions dialog. The dialog, which is customizable via the cobrowse button customization tool, has an Accept and a Decline button. Clicking Accept will start a cobrowse session.

termsParams is optional and can contain any of the same properties as startParams (see startSession).

[startSession\(sessionKey\)](#)

Starts a cobrowse session. If a sessionKey is defined, that key is used for the session. If sessionKey is "GLANCE_KEYTYPE_RANDOM", a random key is generated. If sessionKey is undefined and window.GLANCE_COBROWSE.visitorid is defined, the visitor id is used as the session key. If neither sessionKey nor window.GLANCE_COBROWSE.visitorid is defined, a random key is generated.

[startSession\(startParams\)](#)

Starts a session according to the parameters specified in startParams. startParams may contain any of the following properties:

- sessionKey
- name
- email
- phone

Example:

```
var startParams = {  
    sessionKey : "ABCD",  
    name : "Albert Einstein",  
    email : "afeinstein@glance.net",  
    phone : "201-836-8888"  
};
```

setStartParams(startParams)

Sets the start parameters for the next session that is started with no arguments by:

- clicking the standard cobrowse “show” button
- calling GLANCE.Cobrowse.Visitor.startSession() with no arguments
- visitor clicks a button with attribute glance_button='startSession'
- visitor clicks a button with attribute glance_button='showTerms' and then clicks “Accept”

To clear the start parameters, call setStartParams() with no arguments.

inSession()

Returns true if in a session, false otherwise

stopSession()*

Stops the cobrowse session.

getKey()*

Returns the session key.

addEventListener(eventName, listener)

Adds a listener function to be called when the event specified by eventName occurs. eventName maybe one of:

error	An error occurred. An object is passed to the listener function with information about the error:msg – a text message describing the error
sessionstart	Session successfully started
sessionend	Session ended
sessioncontinue	Session continued after visitor navigated to a new page
agentjoin	An agent joined the session
clickstart	Visitor clicked the start button
clickstop	Visitor clicked the stop button

removeEventListener(eventName, listener)

Removes the specified event listener function.

addSessionMessageListener(msgName, handler)*

Adds a handler function which is called when a message with the name “msgName” is received from anagent. The handler is of the form function(msgName, msg) {...} where:

msgName: the message name

msg: the message payload object that was sent from the agent side in sendSessionMessage

`sendSessionMessage(msgName, msg)*`

Sends the message to the agent side.

Invoking Visitor API from another Window

In some cases, it is useful to be able to control the cobrowse session from a window other than the one in which the visitor is browsing the instrumented website, typically from a chat window.

To invoke a GLANCE.Cobrowse.Visitor function from another window, post a message to the visitor window of the form:

glance_invoke : { func : [method of GLANCE.Cobrowse.Visitor], args : [args object], groupid : [groupid] }

The groupid must match the groupid on the visitor side.

Example:

```
wnd.postMessage({ glance_invoke: { func: "showTerms", args: { sessionKey: "12121212" }, groupid: "72937" } }, "*");
```

The message handler will only accept glance_invoke messages if the domain of the origin is in the list of trusted domains as configured in the Cobrowse Settings for the account.

Agent Side API

The typical use case for the agent side api is a page that embeds the cobrowse viewer in an iframe.

Including the API

To include the agent side API on a page, add a cobrowse <script> tag which matches the tag used on the visitor side, but add “script=Agent” (case sensitive) to the src parameter. When the enclosing page includes the agent side api javascript, it has access to the following methods on the GLANCE.Cobrowse.Agent object.

`init(viewerFrame)`

Initialize the agent side api. viewerFrame is the iframe containing the agent view.

`addEventListener(eventName, handler)`

Adds an event handler. eventName is the name of an event. handler is a function of the form function(eventName, eventData) {...} When handler is called, eventData may be undefined if there is no data associated with the event.

Agent side events:

"sessionend"

Session ended. eventData will be undefined.

"navigate"

Visitor navigated to a new page. eventData will be set to:

```
{
  browser:{
    name:"",
    version:"",
    platform:""
  },
  visitorversion: "",
  url: ""
}
```

[removeEventListener\(eventName, handler\)](#) Removes the specified event handler.

[addSessionMessageListener\(msgName, handler\)](#)

Adds a handler function which is called when a message with the name "msgName" is received from a visitor. The handler takes two parameters:

msgName: the message name

msg: the message payload object that was sent from the visitor side in `sendSessionMessage`

[sendSessionMessage\(msgName, msg\)](#)

Sends the message to the visitor side.

[leaveSession\(url\)](#)

Ends the agent's connection to the session and redirects the agent viewer to the specified url.

Glance SessionService

The Glance SessionService web services can be used to get information about sessions in progress.

The WSDL is [here](#) but the wsdl:port soap:address location must be changed to <https://www.glance.net/services/SessionService.asmx>

LookupPartnerCobrowseSession

<https://www.glance.net/services/SessionService.asmx?op=LookupPartnerCobrowseSession>

Determines if a cobrowse session has been started by the visitor, and if so, returns information about the session.

If the session is found the call returns a "joinurl" parameter where the agent can be directed to join the session without additional login. An example would be:

[http://www.glance.net/cobrowse/AgentView.aspx?SessionKey=1234567&partnerid=18976&partneruserid=ashishsingh&loginkey=\\$1\\$1423255914\\$-H3vWwvEwTtEmfRiKBZDuhhl0ygY-ph8Z6Ete6p_9fw](http://www.glance.net/cobrowse/AgentView.aspx?SessionKey=1234567&partnerid=18976&partneruserid=ashishsingh&loginkey=$1$1423255914$-H3vWwvEwTtEmfRiKBZDuhhl0ygY-ph8Z6Ete6p_9fw)

The call takes (and returns in the joinurl) these values:

partnerid (same as the cobrowse groupid),

partneruserid assigned to the agent (this can be anything convenient for you like an agent employee id, or CRM login, etc)

ssnkey the cobrowse Session Key / VisitorID

loginkey a time-limited, typically single-use authentication key for the user

The partneruserid can be assigned by us, but will typically be supplied if you provision users with the Glance Partner API.

Instructions for generating the loginkey are included in [this document](#).