Applications Cookies Guide

Notices

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Introduction

Moxie takes compliance with the data privacy legislation very seriously. Moxie is aware of various regulations regarding the use of cookies and is carefully reviewing the impact to our products. Consistent with the regulatory guidance, Moxie performs the following three-step review:

- Audit of the Moxie® products and their use of cookies, including whether use falls into exempt categories.
- Review of end user impact of product cookies to determine if any can be deleted without impacting product functionality.
- Assess available *consent collection* mechanisms, including pop-up prompts, modified terms of use, and future use of browser settings. All consent mechanisms are evaluated in light of their compliance with applicable regulations, impact on the end user experience, and integration with site-wide approaches being taken by Moxie licensees.

This document covers the first item in the list and describes the cookies and their usage in the respective Moxie applications:

- Channels
- Knowledge
- Concierge
- Single Sign On

Channels Use of Cookies

Cookies are listed for the following:

- Website visitors who start a chat
- Channels Administrators
- Chat Agents

Website Visitor Cookies

- Customer Chat client cookies
- Proactive cookies

Customer Chat Client Cookies

Customer Chat Client includes the following cookies.

Note the following about these cookies:

- *ID* is a value specific to the current browser tab.
- The value for *timeout* is a configurable value that is set in the Channels Administrator by selecting **System>Network** and then clicking the **Client Timeout** tab.

Name	Description	Validity
AgentSales	Includes the following attributes of an agent interaction: `Chat Session ID *** Proactive GUID.`	Expires after the configured number of days which is defined by the SALESCONVERSION_ DAYS property in NaSettings table.
ASP.NET_SessionID	Session cookie. IIS session ID.	Expires at end of session.
ChannelsAgentReconnect	PIPE delimited string to define last agent ID, portal ID, and expiration time. Used when configured to attempt to reconnect to same agent at next session.	Valid for configured time in portal.
ChatOpen	Set to 1 on chat start.	Expires in 2 minutes.
EMAIL	Email ID of customer entered on client logon.	Valid for suspend time configured.
EndTime	Includes the following attributes of an interaction: `<chat timestamp>$<voip timestamp>`	Expires in 1 day.
FONT_CHOICE	Set by visitor to change portal font size. Values are 1,2,3. Not used by Responsive.	Expires in 30 days.
HTMLClientBlocked	Use to prevent multiple chat sessions starting within a	Configured block time of customer client. Number of minutes defined by

	configured time period such as 30 seconds. Used for non-responsive chat clients	CLIENT_WAIT_TIME property in NaSettings table.
LANGID	Language, as selected in customer client.	Valid for suspend time configured.
LastInteractionDate	Includes the following about the last interaction by the visitor: `<last Chat session timestamp>$<Last VoIP timestamp>`	Expires 31 days from the last interaction by the visitor.
LOGINNAME	Customer name as provided in customer client.	Valid for suspend time configured.
MOXIE_DOMAIN_NAME	Session cookie. Used to cache domain name of a page hosting the flyout so that "cookie read/ writes" do not have to recalculate it each time.	Expires at end of session.
MoxieChat.[id].cdState	Used in cross-origin scenarios. Value indicates state of Client Driver.	Expires with the elapse of the number of seconds specified in the "timeout" value, after loading a page that hosts the chat-flyout.
MoxieChat.[id].date	Used in cross-origin scenarios. Value indicates the last connection time to server and is used in combination with timeout to determine whether chat can continue.	Expires with the elapse of the number of seconds specified in the "timeout" value, after loading a page that hosts the chat-flyout.
MoxieChat.[id].timeout	Used in cross-origin scenarios. Value indicates the wait time in seconds, before a session times out. This is taken from the number set by the administrator in the **Client Timeout** tab.	Expires with the elapse of the number of seconds specified in the "timeout" value, after loading a page that hosts the chat-flyout.
MoxieFlyout.[cookieId]Cookie	This is created by `portaldetection.js` while navigating away from a page. This is introduced to support cross-origin scenarios. It saves the state of the flyout. It is deleted when the script next runs on the navigation-target page after being successfully read. [cookieId] is a random integer (0 > [cookieId] < 100,000) that is communicated to a target page via the ***window.name*** property.	Expires in case there is no "landing page" to delete the cookie.
QUEUE	Channels service line.	Valid for suspend time configured.

SessionHOST	Channels Server host name.	Valid for suspend time configured.
SessionID	Chat session ID.	Valid for suspend time configured.
StartTime	Includes the following attributes of an interaction.	Expires in 1 day.
SuspendID	Includes the following attributes of an agent interaction: `Chat Session ID.`	Valid for the suspend time configured. Number of minutes defined by SUSPENSION_LENGTH property in NaSettings table.

Proactive Cookies

Proactive cookies include the following.

Name	Description	Validity
AbortedTime	Indicates the time when the visitor closed or navigated away from customer client without ending the chat session.	Expires after 24 hours.
LastInvite	Indicates the time when the visitor was last invited.	Expires on 1st Jan 2999.
LastVisit	Indicates the time when the visitor last viewed a monitored page.	Expires on 1st Jan 2999.
NeverInvite	Indicates that the visitor will never be invited.	Expires on 1st Jan 2999.
PID	Channels-based proactive ID cookie.	Expires after 24 hours.

Channels Administrator Cookies

- Channels Administrator cookies
- EDA/NADA pages cookies

Channels Administrator Cookies

Channels Administrator includes the following cookies.

Name	Description	Validity
ChatServiceLineTab	Stores the current tab (id) being displayed for service line configuration.	For the duration that this visitor last invited.
ChatServicelineTabDisplay	Stores the current tab (id) being displayed for service line configuration.	For the duration that a visitor visits a monitored page.
JAC_Conn	Stores the connection type entered in **Connection Type** field on Administrator client login page.	Expires after 365 days.
JAC_Locale	Stores the language in **Language** field on Administrator client login page.	Expires after 365 days.
JAC_Port	Stores the server port entered in **Connection Port** field on Administrator client login page.	Expires after 365 days.
JAC_Server	Stores the server name or IP address entered in **Channels Server** field on Administrator client login page.	The time when customer closed or navigated away from customer client without ending chat session.
JAC_User	Stores the login name entered in **Account Name** field on Administrator client login page.	Expires after 365 days.
PermissionsTab	Stores the current tab being displayed for the permission configuration.	NA.

EDA and NADA Pages Session Cookies

The EDA and NADA pages include the following session cookies. They expire when the browser closes.

Name	Description
Archive_selected	Stores 1 or 0 based on archive option selected on customer history page.
ChatStickyTab	Stores id of table selected while displaying chat details.
StickyTab	Stores id of tabs selected while displaying email details.

Channels Agent Client Cookies

Channels Agent Client includes the following groups of cookies:

- Channels Agent Client cookies
- Channels Agent Client EDA/NADA pages cookies
- NetAgent Properties cookies
- NetAgent Permissions cookies

Channels Agent Client Cookies

Agent Client does not use cookies. However, cookies are used in some of the embedded browsers, as a way of passing authentication information and program settings.

The browser/page uses this data to authenticate the agent session and sets a cookie or makes an ASP session that contains this and other information from the agent's settings or profile in the database. When other EDA (embedded browser) pages get loaded, they can use the information with the cookie/session to check permissions or send appropriate requests for information to the server.

EDA and NADA Pages Session Cookies

These cookies expire at the end of the session.

Name	Description
databaseid	Integer id of Channels database in the database server.
is_authenticated	

NetAgent_Properties Session Cookies

These cookies expire at the end of the session.

Name	Description
AGENT_BIAS	Agent time zone bias.
AGENT_LANG	Agent client language.
AGENT_NAME	Name of the Agent.
AGENT_REGION	Agent client region.
FONT_NAMEAgent	Agent client default font.
FONTCOLOR	Agent client default font color.
FONTSIZEAgent	Agent client default font size.
SERVER_BIASServer timezone bias	
SERVER_DBTYPE	Database type.
Server_TokenGUID	

NetAgent_Permissions Session Cookies

These cookies expire at the end of the session.

Name	Description
agent_permissions	Agent's Channels permission.
archiveDB_linkserver	Link server name for Archive database server.
archiveDB_name	Archive database name.
chat_permissions	Agent's Channels permission.
email_permissions	Agent's Channels permission.
is_agent	Is agent or supervisor.
supervisor_permissions	Agent's Channels permission.

Knowledge Use of Cookies

Cookies are listed for the following:

- KB 10 portals
- Portal Style 4 (PS4) portals
- Responsive portals
- Knowledge Administrator

KB 10 Portal Cookies

Session Cookie

This cookie expires when the browser closes.

Name	Description
_knowledgebase_session	Application configuration.
Cookies with no names	There are several Http cookies with no names. The value for each is `HttpOnly`.

Persistent Cookies

Name	Description	Validity
portal_session	Portal configuration information.	20 years.

Portal Style 4 Cookies

Session Cookies

This cookie expires when the browser closes.

Name	Description
ASP.NET_SessionId	Session data.
kbUser	User ID and Session time out tracker.

Persistent Cookies

Name	Description	Validity
kbuserdata	Username and widget location.	1000 days

Responsive Portal Cookies

Session Cookies

This cookie expires when the browser closes.

Name	Description
ASP.NET_SessionId	Session Data.
RequestVerificationToken	To Prevent CSRF Attacks.

Persistent Cookies

Name	Description	Validity
ResponsivePortal	Used for Authentication.	30 days

Knowledge Administrator Cookies

Session Cookie

This cookie expires when the browser closes.

Name	Description
_knowledgebase_session	Application configuration.
ASP.NET_SessionId	Session data.
Cookies with no names	There are several Http cookies with no names. The value for each is `HttpOnly`.
Inusername	Sets while logging out.
JSESSIONID	Used by application monitoring tool.
LangCode	Selected language code.
LangId	Selected language ID.

Persistent Cookies

Name	Description	Validity
Knowledgebase • cookie_emailaddress • cookie_username	Stored logged in user name and email address.	20 years
portal_session	Portal configuration information.	20 years.

Concierge Use of Cookies

Cookies are listed for the following:

- Concierge Administration application
- Element Mapper
- Concierge visitor client

Concierge Administration Application Cookies

Session Cookies

These expire when the browser is closed.

Name	Description
MOXIE_bookmarklet_access_token	Access token for the Element Mapper.
reporting:end	The end date selected for a report. This is used to share the end date between reports. Excludes Performance Dashboard.
reporting:start	The start date selected for a report. This is used to share the start date between reports. Excludes Performance Dashboard.

Persistent Cookies

Name	Description	Validity
_conadmin	Cookie-based session storage.	30 days.
chatAgentsData	Data received from Channels with the current agents.	Data is cached for 18 hours (determined from chatAgentsDataTimestamp).
chatAgentsDataTimestamp	Timestamp that the agent data was received.	Updated when new data is received.
serviceLineData	Data received from Channels with the current service lines.	Data is cached for 18 hours (determined from serviceLineDataTimestamp).
serviceLineDataTimestamp	Timestamp that the service line data was received.	Updated when new data is received.

Element Mapper Cookies

Name	Description	Validity
_conadmin	Cookie-based session storage. This is the same cookie from Concierge Admin, above, but appears on any site on which you enable the Element Mapper.	30 days.

Concierge Visitor Client Cookies

Session Cookies

These cookies expire when the browser is closed.

Name	Description
<widget name>-active	Explicitly set to false when sending a message to close a widget, which removes if from the active widgets list.
<widget name>-active_session	URL with parameters used to connect to the Channels chat service.
<widget name>-agentDBID	Agent ID for active chat session.
<widget name>-availability	Used for API checkAvailability call. Logs if the widget is available. Cached for 5 seconds based on the <widget name>-availability-timestamp property.
<widget name>-availability-timestamp	Used for API checkAvailability call. Timestamp the availability check was made.
<widget name>-sessionId	Used to store the current chat session ID.
<widget name>-widget-closed	Boolean, stores if the widget is initialized, but not yet opened.
conclient_activeWidgets	List of active widgets.
conclient_channelsHosts	List of chat hosts seen when adding widgets.
conclient_lastNotified	Timestamp of when user last received a proactive offer.
kbot-active_kb_session	Boolean, stores if the KBot widget has an active session.
kbot-articles	All articles, including suggested and viewed.
kbot-articlesViewed	Articles the end user has viewed.
kbot-currentArticleContent	Content of the current article.
kbot-currentRoute	Current widget route.
kbot-disableTitleClick	Boolean, stores if clicking on the title bar is disabled.
kbot-lastChatSessionEnded	Used to store the chat session ID for KBot of the previous chat session.
kbot-questionnaire-<questionnaire ID>	The data for the questionnaire form.
kbot-rebuildIframe	Should the iframe be rebuilt.
kbot-search-guid	Unique identifier used in searching articles through KBot.
kbot-search-portalId	The portal ID that KBot is configured to search.
kbot-shouldReopen	Boolean, stores if we have an existing KBot widget to reopen, or if a new one should be created.
kbot-suggestAnswersValue	The search term the end user searched for.
kbot-suggestedArticles	Articles returned from a search.
ls-<client name>|client-keys	Session storage copy of local storage value for client-keys.

ls-<client name>|update-time	Session storage copy of the local storage value for update-time, the last time the client was updated.
moxie_concierge_event_serial_number	The Event Serial Number is a generated number used by the event service to track events for reporting.
MoxieConfigCacheBust	Set to 'true' if present. Allows concierge client to override caching when in test mode.

Persistent Cookies

Name	Description	Validity
<client name>|client-keys	Shared keys	
<client name>|update-time	The last time the client was updated.	Updated every time data is stored.
<widget name>-agent_left	Session ID for the session recorded when the agent leaves.	
<widget name>-cookieId	Randomly generated ID used to respond to getTabInfo requests.	
<widget name>-engagement_id	The ID of the engagement associated with the widget being displayed.	
<widget name>-session_ended	Session ID for the session recorded when the chat ends.	
<widget name>-suspended_session	Session ID for the session recorded when the chat is suspended.	
<widget name>-willHandleClose	Widget parameters saved for use during widget close.	
moxie_cc	Unique profile ID plus a timestamp for cookies.	
MoxieCache_profileJSON_file	The end user's current profile.	Updated as the profile changes.
MoxieCache_visitorProfile_lastUpdated	The last time the client was updated.	Updated every time data is stored.
moxieState	Local copy of the event data being communicated to Concierge Admin.	Updated as new events occur.
rules_version	Current version of the rules to use.	Updated every time the rules change.
uuid	Unique profile ID	

| widgetpath | Path parameter sent from Channels. | |
| widgets_version | Current version of the widgets to use. | Updated with each Moxie release. |

Single Sign On Use of Cookies

Session Cookies

These cookies expire when the session ends.

Name	Description
JSESSIONID	Used by Okta service.
lobbyAdmin	Used by Lobby Admin UI to store user information.
MSIAuth	Used by Okta service.
MSISAuthenticated	Used by Okta service.
MSISLoopDetectionCookie	Used by Okta service.
MSISSamlRequest	Used by Okta service.
MSISSamlRequest1	Used by Okta service.
MSISSamlRequest2	Used by Okta service.
SamlSession	Used by Okta service.
sid	Used by Okta service.
t	Used by Okta service.

Persistent Cookies

Name	Description	Validity
ADRUM_BT1	Used by Okta service.	30 seconds.
ADRUM_BTa	Used by Okta service.	30 seconds.
ADRUM_BTs	Used by Okta service.	30 seconds.
DT	Used by Okta service.	2 years.
lobbyAdminServer	Used by Lobby Admin API to temporarily store the JWT token that is sent to Lobby Admin UI.	30 seconds.
lobbyCookie	Used by Lobby API domain to store encrypted logged in user information.	24 hours by default; can be changed.
proximity_[random_hash]	Used by Okta service.	1 year.