



Engagement Engine

Cookie and User Session Information Guide

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Oracle Engagement Engine Cookie and User Session Information Guide

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Introduction

This document provides detailed information on the cookies and session information is applied to end-users of the Oracle Engagement Engine.

Cookies

How we use cookies

There is a total of eight HTTP cookies that may be used if you are using the Engagement Engine product suite. We use both first-party and third-party cookies, which set the cookie in two different ways. Any first-party cookies are associated with your domain name and these cookies are only ever sent to servers within your domain, while any third-party cookies are associated with the rules.atgsvcs.com (or rules.ee.channels.ocs.oraclecloud.com) domain name and are only sent to the Engagement Engine servers. This cookie strategy enables us to maximize the chances that the cookie will be accepted by the visitor's browser.

We use transient cookies to:

- maintain the visitor's authentication status for various systems,
- observe and remember browsing behavior within a session so that Customer Contact Agents provide users with better service,
- ensure that we route requests for our services to the correct Engagement Engine server.

Some of our cookies are persistent and are used to recognize the visitor and previous browsing context across sessions. These cookies can be deleted by the visitor, with the result that they will be considered a first-time user when they next visit your site. In most cases, the information we observe about visitor behavior is stored securely on our servers, not in the cookie placed on the browser. The cookies we use are usually an anonymous unique identifier. Exceptions to these statements are identified in the following section which describes each of the cookies we use. None of our cookies or Flash LSOs contain personally identifiable information.

What cookies do we use?

The cookies used by each of the components covered by this guide are listed below:

- E3SessionID – This is a transient cookie containing an opaque ID and is used to route requests to the correct web server.
- atgRecSessionId: This is a transient cookie containing an opaque ID and is used to recognize visitors within a session.

- atgRecVisitorId: This is a persistent cookie containing an opaque ID and is used to recognize visitors across sessions.
- xdVisitorId : This is a transient cookie containing an opaque ID and is used to recognize visitors within a session.
- atgPlatoStop: This is a transient cookie containing a Boolean value to stop serving Engagement Engine rules to a site
- eeDebugKey: This is a transient cookie that is set only when Engagement Engine Debugger tool is used
- eeDebugIP: This is a transient cookie that is set only when Engagement Engine Debugger tool is used
- ckGDPR: This is a cookie which Engagement Engine product honors to provide GDPR compliance for those customers wanting to provide GDPR compliance. More details in [“General Data Protection Regulation \(GDPR\) Compliance”](#) section.

Testing

The cookies detailed above are necessary for the functionality of the Engagement Engine. If you decide to present a visitor to your website with the ability to opt out of having cookies placed on their browser, it is solely your responsibility to enable that process. If you decide to allow visitors on the website after opting out of having cookies, certain features of Engagement Engine may not work. You have to ensure that adequate testing has been carried out to certify that Engagement Engine functionality works whether or not the visitor grants permission for you to use cookies during their visit. In order to check if cookies are enabled on your website, type below command in browser console “navigator.cookieEnabled” and it should return true.

In order to check if Engagement Engine functionality is working fine on your website, follow below steps –

1. Create and deploy a test rule in your Engagement Engine Editor
2. Associate the rule to a site and deploy the changes
3. Tag Engagement Engine on your test page which matches with your site configuration, and load the page in browser
4. Copy "Inspector Key" from Engagement Engine Editor and paste it in browser console and refresh the page
5. Expected Result: Debugger tool should popup in the browser

You could also test the Engagement Engine functionality in the Google Chrome web browser Incognito mode, as it would prevent third party cookies from loading.

General Data Protection Regulation (GDPR) Compliance

Engagement Engine is GDPR compliant, and you can set the first party cookie named ckGDPR for GDPR compliance. If the ckGDPR cookie is set, Engagement Engine stops collecting visitor IP information, and the PagePeek functionality stops working on the website. Please note that the ckGDPR cookie has to be explicitly set by the customer implementation of the service.