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# Service Client API Reference

System namespace

10/1/2023

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## Contents

- **1 Methods**
  - 1.1 amVisible
  - 1.2 closeDialog
  - 1.3 closeToast
  - 1.4 closeViewInApplicationMenuBar
  - 1.5 getAllowedServices
  - 1.6 isFrameLeading
  - 1.7 isFrameFollowing
  - 1.8 isFrameNegotiating
  - 1.9 isFrameLeadingOrNegotiating
  - 1.10 isLastActiveFrame
  - 1.11 openDialog
  - 1.12 popupToast
  - 1.13 triggerActivity
  - 1.14 updateViewInApplicationMenuBar
  - 1.15 updateToast

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Learn about the System namespace methods in the Service Client API.

### Important

Depending on your environment, you might need to contact your Genesys representative to complete the configuration described on this page.

## Methods

The System namespace includes the following methods:

- amIVisible
- closeDialog
- closeToast
- closeViewInApplicationMenuBar
- getAllowedServices
- isFrameLeading
- isFrameFollowing
- isFrameNegotiating
- isFrameLeadingOrNegotiating
- isLastActiveFrame
- popupToast
- openDialog
- triggerActivity
- updateViewInApplicationMenuBar
- updateToast

### amIVisible

<b>Signature</b>	amIVisible(succeeded, failed) → {boolean}
<b>Description</b>	Get the current visibility state of the frame.

<b>Signature</b>	amIVisible(succeeded, failed) → {boolean}		
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Description</b>
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.
<b>Returns</b>	true if the frame is visible.		

### Sample request

```
setTimeout(function() {
  genesys.wwe.service.system.amIVisible(succeeded, failed);
}, 3000); // This gives 3 seconds to switch the panel to test.
```

### Sample response

The asynchronous answer is included in the `data` attribute:

```
{
  "request": "system.amIVisible",
  "data": true,
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

### closeDialog

<b>Signature</b>	closeDialog(dialogId, succeeded, failed) → {boolean}		
<b>Description</b>	Close a previously opened dialog.		
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Description</b>
	dialogId	string	The dialog identifier (returned in the response of openDialog).
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

<b>Signature</b>	<code>closeDialog(dialogId, succeeded, failed) → {boolean}</code>
<b>Returns</b>	true if the dialog is closed; false if the dialog is not found.

## closeToast

<b>Signature</b>	<code>closeToast(id, succeeded, failed) → {boolean}</code>														
<b>Description</b>	Closes the specified toast.														
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>string</td> <td>The identifier of the toast to close. The identifier is returned by the <code>popupToast</code> method.</td> </tr> <tr> <td>succeeded</td> <td>function</td> <td>A function called when the operation succeeds.</td> </tr> <tr> <td>failed</td> <td>function</td> <td>A function called when the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description	id	string	The identifier of the toast to close. The identifier is returned by the <code>popupToast</code> method.	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.		
Name	Type	Description													
id	string	The identifier of the toast to close. The identifier is returned by the <code>popupToast</code> method.													
succeeded	function	A function called when the operation succeeds.													
failed	function	A function called when the operation fails.													
<b>Returns</b>	true if the toast has been updated; false if the toast identifier has not been found.														

## closeViewInApplicationMenuBar

<b>Signature</b>	<code>closeViewInApplicationMenuBar(parameters, succeeded, failed) → {boolean}</code>														
<b>Description</b>	Removes the given view from the <b>Application Menu</b> bar region.														
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>string</td> <td>The name of the custom view to be removed.</td> </tr> <tr> <td>succeeded</td> <td>function</td> <td>A function called when the operation succeeds.</td> </tr> <tr> <td>failed</td> <td>function</td> <td>A function</td> </tr> </tbody> </table>	Name	Type	Description	name	string	The name of the custom view to be removed.	succeeded	function	A function called when the operation succeeds.	failed	function	A function		
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name	string	The name of the custom view to be removed.													
succeeded	function	A function called when the operation succeeds.													
failed	function	A function													

<b>Signature</b>	closeViewInApplicationMenuBar(parameters, succeeded, failed) → {boolean}		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
			called when the operation fails.
<b>Returns</b>	true if the view is removed; false if the view name is not found.		

### Sample request

```
genesys.wwe.service.system.closeViewInApplicationMenuBar("view1", succeeded, failed)
```

### Sample response

```
{
  "request": "system.closeViewInApplicationMenuBar",
  "data": true,
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

### Sample request

```
genesys.wwe.service.system.closeDialog("wweCustomDialog1", succeeded, failed)
```

### Sample response

The asynchronous answer is included in the data attribute:

```
{
  "request": "system.closeDialog",
  "data": true,
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

## getAllowedServices

<b>Signature</b>	getAllowedServices(succeeded, failed) → {Array.}		
<b>Description</b>	Gets the list of allowed services, as determined by the Security configuration. If the domain of the web application that calls this method isn't listed in the service-client-api.accepted-web-content-origins option, then this method fails.		
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Description</b>
	succeeded	function	A function called when the operation succeeds.

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<b>Signature</b>	getAllowedServices(succeeded, failed) → {Array.}						
	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>failed</td> <td>function</td> <td>A function called when the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description	failed	function	A function called when the operation fails.
Name	Type	Description					
failed	function	A function called when the operation fails.					
<b>Returns</b>	Array.						

## isFrameLeading

<b>Signature</b>	isFrameLeading( <i>succeeded, failed</i> ) → {boolean}									
<b>Description</b>	Find out if the browser tab is leading.									
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>succeeded</td> <td>function</td> <td>A function called when the operation succeeds.</td> </tr> <tr> <td>failed</td> <td>function</td> <td>A function called when the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
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succeeded	function	A function called when the operation succeeds.								
failed	function	A function called when the operation fails.								
<b>Returns</b>	true if the browser tab is the leader.									

## isFrameFollowing

<b>Signature</b>	isFrameFollowing( <i>succeeded, failed</i> ) → {boolean}									
<b>Description</b>	Find out if the browser tab is following.									
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>succeeded</td> <td>function</td> <td>A function called when the operation succeeds.</td> </tr> <tr> <td>failed</td> <td>function</td> <td>A function called when the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
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succeeded	function	A function called when the operation succeeds.								
failed	function	A function called when the operation fails.								
<b>Returns</b>	true if this browser tab is following.									

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## isFrameNegotiating

<b>Signature</b>	<code>isFrameNegotiating(<i>succeeded, failed</i>) → {boolean}</code>									
<b>Description</b>	Find out if there is an election in progress and the browser tab state is not yet set to leading or following (the tab is "negotiating.")									
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<code>succeeded</code>	function	A function called when the operation succeeds.								
<code>failed</code>	function	A function called when the operation fails.								
<b>Returns</b>	true if the tab is negotiating.									

## isFrameLeadingOrNegotiating

<b>Signature</b>	<code>isFrameLeadingOrNegotiating(<i>succeeded, failed</i>) → {boolean}</code>									
<b>Description</b>	Find out if the browser tab is leading or there is an election in progress and the tab state is not yet set to leading or following (the tab is "negotiating.").									
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<code>succeeded</code>	function	A function called when the operation succeeds.								
<code>failed</code>	function	A function called when the operation fails.								
<b>Returns</b>	true if the browser tab is leading or negotiating.									

## isLastActiveFrame

<b>Signature</b>	<code>isLastActiveFrame(<i>succeeded, failed</i>) → {boolean}</code>						
<b>Description</b>	Find out if this is the last active browser tab.						
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>succeeded</code></td><td>function</td><td>A function called when</td></tr></tbody></table>	Name	Type	Description	<code>succeeded</code>	function	A function called when
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<code>succeeded</code>	function	A function called when					

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<b>Signature</b>	isLastActiveFrame( <i>succeeded, failed</i> ) → {boolean}		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
			the operation succeeds.
	failed	function	A function called when the operation fails.
<b>Returns</b>	true if this is the last active browser tab.		

## openDialog

<b>Signature</b>	openDialog( <i>url, options, succeeded, failed</i> ) → {string}		
<b>Description</b>	Open an iframe in a dialog, based on the configured parameters.		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
	url	string	The URL of the iframe to load in the dialog.
<b>Parameters</b>	options	object	<p>Optional parameters to configure the dialog. This value can't be null, so you must pass {} if there are no specific options. You can include any of the following options:</p> <ul style="list-style-type: none"> <li>label - Set a custom value for the aria-label attribute on the dialog. When the dialog pops up, this value identifies it</li> </ul>

Signature	openDialog( <i>url, options, succeeded, failed</i> ) → {string}														
	<table border="1"> <thead> <tr> <th data-bbox="818 323 1032 373">Name</th> <th data-bbox="1037 323 1235 373">Type</th> <th data-bbox="1240 323 1451 373">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 380 1032 1052"></td> <td data-bbox="1037 380 1235 1052"></td> <td data-bbox="1240 380 1451 1052">           to accessibility tools like screen readers.           <ul style="list-style-type: none"> <li>width - The initial width of the dialog. Valid formats are px or %.</li> <li>height - The initial height of the dialog. Valid formats are px or %.</li> </ul> </td> </tr> <tr> <td data-bbox="818 1058 1032 1178">succeeded</td> <td data-bbox="1037 1058 1235 1178">function</td> <td data-bbox="1240 1058 1451 1178">A function called when the operation succeeds.</td> </tr> <tr> <td data-bbox="818 1184 1032 1304">failed</td> <td data-bbox="1037 1184 1235 1304">function</td> <td data-bbox="1240 1184 1451 1304">A function called when the operation fails.</td> </tr> </tbody> </table>			Name	Type	Description			to accessibility tools like screen readers. <ul style="list-style-type: none"> <li>width - The initial width of the dialog. Valid formats are px or %.</li> <li>height - The initial height of the dialog. Valid formats are px or %.</li> </ul>	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
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succeeded	function	A function called when the operation succeeds.													
failed	function	A function called when the operation fails.													
Returns	The dialog identifier or null if the url parameter is not defined.														

### Sample request

```
genesys.wwe.service.system.openDialog("", {
  label: "Dialog $Agent.FullName$",
  width: "430px",
  height: "325px"
}, succeeded, failed)
```

### Sample response

The asynchronous answer is included in the data attribute:

```
{
  "request": "system.openDialog",
  "data": "wweCustomDialog1",
```

```

    "userAgent": "WWE Server",
    "protocolVersion": 2
}

```

## popupToast

Signature	popupToast( <i>parameters</i> , succeeded, failed) → {string}																													
Description	Pops up a new custom toast.																													
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	Name	Type	Description						
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		Optional. Each character string in this array becomes a button. All buttons are displayed as buttons, not hyperlinks, in the following order: [Button 2] [Button 3] ... [Button N] [Button 1].							
		Optional. If set to true, displays the <b>Show and Dismiss</b>							

Signature	popupToast( <i>parameters</i> , succeeded, failed) → {string}														
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width	number	Optional. The width of the custom toast popup, in pixels. This value takes precedence over the service-client-api.toast.width configuration option.																						
succeeded	function	A function called when the operation succeeds.																						
failed	function	A function called when the operation fails.																						
Returns	A unique identifier																							

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## triggerActivity

<b>Signature</b>	triggerActivity(succeeded, failed)									
<b>Description</b>	Triggers a fake activity to prevent the inactivity timer from closing the agent session.									
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
Name	Type	Description								
succeeded	function	A function called when the operation succeeds.								
failed	function	A function called when the operation fails.								

## updateViewInApplicationMenuBar

<b>Signature</b>	updateViewInApplicationMenuBar(parameters, succeeded, failed) → {string}									
<b>Description</b>	Creates a custom view in the <b>Application Menu bar</b> region.									
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>name</td><td>string</td><td>A unique name for the custom view of the <b>Application Menu bar</b> that is to be created or updated. If a view with the given name already exists, it will be updated, otherwise, a new view will be created.</td></tr><tr><td>iconUrl</td><td>string</td><td>The URL of the icon you want to display in the custom view of the <b>Application Menu bar</b> region. This parameter is</td></tr></tbody></table>	Name	Type	Description	name	string	A unique name for the custom view of the <b>Application Menu bar</b> that is to be created or updated. If a view with the given name already exists, it will be updated, otherwise, a new view will be created.	iconUrl	string	The URL of the icon you want to display in the custom view of the <b>Application Menu bar</b> region. This parameter is
Name	Type	Description								
name	string	A unique name for the custom view of the <b>Application Menu bar</b> that is to be created or updated. If a view with the given name already exists, it will be updated, otherwise, a new view will be created.								
iconUrl	string	The URL of the icon you want to display in the custom view of the <b>Application Menu bar</b> region. This parameter is								

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Signature	updateViewInApplicationMenuBar(parameters, succeeded, failed) → {string}		
	Name	Type	Description
			mandatory if <b>label</b> is not provided.
	label	string	The main textual content to be displayed for the custom view. This parameter is mandatory if <b>iconUrl</b> is not provided.
	shortLabel	string	Optional. A shorter version of the <b>label</b> that will be used in the shortened mode if <b>iconUrl</b> is not available.
	tooltip	string	Optional. The tooltip content to be shown when the mouse is hovered on the custom view.
	labelColor	string	Optional. The color of the label text in case-insensitive hex color code format, for example, #FFFFFF.
	backgroundColor	string	Optional. The background color of the region where icon and title are displayed. The format of the background color is case-



Signature	updateViewInApplicationMenuBar(parameters, succeeded, failed) → {string}		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
			insensitive hex color code, for example, #FFFFFF. By default, it is usually the same color as the navigation bar.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.
Returns	View name if successful.		

### Sample request

```
genesys.wwe.service.system.updateViewInApplicationMenuBar({
  name: "view1",
  iconUrl: "https://cdn1.iconfinder.com/data/icons/free-social-media-12/32/
RSS_social_media-128.png",
  label: "Main content text",
  shortLabel: "Short text",
  tooltip: "Tooltip text",
  labelColor: "#FFFFFF",
  backgroundColor: "#000000"
}, succeeded, failed)'
```

### Sample response

```
{
  "request": "system.updateViewInApplicationMenuBar",
  "data": "view1",
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

### updateToast

Signature	updateToast( <i>id</i> , <i>parameters</i> , succeeded, failed) → {boolean}
Description	Updates the specified toast.

Signature	updateToast( <i>id</i> , <i>parameters</i> , succeeded, failed) → {boolean}																			
<b>Parameters</b>	<table border="1"> <thead> <tr> <th data-bbox="824 327 1032 369">Name</th> <th data-bbox="1032 327 1240 369">Type</th> <th data-bbox="1240 327 1448 369">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 369 1032 604">id</td> <td data-bbox="1032 369 1240 604">string</td> <td data-bbox="1240 369 1448 604">The identifier of the toast to update. The identifier is returned by the popupToast method.</td> </tr> </tbody> </table>	Name	Type	Description	id	string	The identifier of the toast to update. The identifier is returned by the popupToast method.													
	Name	Type	Description																	
id	string	The identifier of the toast to update. The identifier is returned by the popupToast method.																		
parameters	object	<table border="1"> <thead> <tr> <th data-bbox="1240 604 1312 667">Name</th> <th data-bbox="1312 604 1377 667">Type</th> <th data-bbox="1377 604 1448 667">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="1240 667 1312 739">title</td> <td data-bbox="1312 667 1377 739">string</td> <td data-bbox="1377 667 1448 739">The title</td> </tr> <tr> <td data-bbox="1240 739 1312 1251">iconUrl</td> <td data-bbox="1312 739 1377 1251">string</td> <td data-bbox="1377 739 1448 1251">The URL of the icon you want to display in the title bar of the custom toast popup.</td> </tr> <tr> <td data-bbox="1240 1251 1312 1352">subject</td> <td data-bbox="1312 1251 1377 1352">string</td> <td data-bbox="1377 1251 1448 1352">Optional. The subject.</td> </tr> <tr> <td data-bbox="1240 1352 1312 1444">message</td> <td data-bbox="1312 1352 1377 1444">string</td> <td data-bbox="1377 1352 1448 1444">Optional. The message.</td> </tr> <tr> <td data-bbox="1240 1444 1312 1822">keyValues</td> <td data-bbox="1312 1444 1377 1822">object</td> <td data-bbox="1377 1444 1448 1822">Optional. JSON object used to fill the key value pair list. For</td> </tr> </tbody> </table>	Name	Type	Description	title	string	The title	iconUrl	string	The URL of the icon you want to display in the title bar of the custom toast popup.	subject	string	Optional. The subject.	message	string	Optional. The message.	keyValues	object	Optional. JSON object used to fill the key value pair list. For
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message	string	Optional. The message.																		
keyValues	object	Optional. JSON object used to fill the key value pair list. For																		

Signature	updateToast( <i>id</i> , <i>parameters</i> , <i>succeeded</i> , <i>failed</i> ) → {boolean}								
	Name	Type	Description						
			<table border="1"> <thead> <tr> <th data-bbox="1256 394 1312 428">Name</th> <th data-bbox="1312 394 1367 428">Type</th> <th data-bbox="1367 394 1446 428">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="1256 428 1312 663"></td> <td data-bbox="1312 428 1367 663"></td> <td data-bbox="1367 428 1446 663">example: { "key1" : "value one", "key2" : "value two", "key3" : "value three" }.</td> </tr> </tbody> </table>	Name	Type	Description			example: { "key1" : "value one", "key2" : "value two", "key3" : "value three" }.
	Name	Type	Description						
		example: { "key1" : "value one", "key2" : "value two", "key3" : "value three" }.							
	Array	<p>Each character string in this array becomes a button. All buttons are displayed as buttons, not hyperlinks, in the following order: [Button 2] [Button 3] ... [Button N] [Button 1].</p>							
	boolean	<p>If set to true, displays <b>Show</b> and <b>Dismiss</b> buttons and</p>							

Signature	updateToast( <i>id</i> , <i>parameters</i> , succeeded, failed) → {boolean}								
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		pops up the current iframe if the <b>Show</b> button is pushed. If set to false, displays "OK" or custom buttons based on the parameter's buttons.							
succeeded	function	A function called when the operation succeeds.							
failed	function	A function called when the operation fails.							

<b>Returns</b>	true if the toast has been updated; false if the toast identifier has not been found.
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