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Service Client API Reference

System namespace

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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

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

Signature	amIVisible(succeeded, failed) → {boolean}		
Parameters	Name	Type	Description
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.
Returns	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

Signature	closeDialog(dialogId, succeeded, failed) → {boolean}		
Description	Close a previously opened dialog.		
Parameters	Name	Type	Description
	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.

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

closeToast

Signature	<code>closeToast(id, succeeded, failed) → {boolean}</code>														
Description	Closes the specified toast.														
Parameters	<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.													
Returns	true if the toast has been updated; false if the toast identifier has not been found.														

closeViewInApplicationMenuBar

Signature	<code>closeViewInApplicationMenuBar(parameters, succeeded, failed) → {boolean}</code>														
Description	Removes the given view from the Application Menu bar region.														
Parameters	<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		
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													

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

Sample request

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

Sample response

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

Sample request

```
genesys.wws.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

Signature	getAllowedServices(succeeded, failed) → {Array.}		
Description	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.		
Parameters	Name	Type	Description
	succeeded	function	A function called when the operation succeeds.

Signature	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.					
Returns	Array.						

isFrameLeading

Signature	isFrameLeading(<i>succeeded, failed</i>) → {boolean}									
Description	Find out if the browser tab is leading.									
Parameters	<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.								
Returns	true if the browser tab is the leader.									

isFrameFollowing

Signature	isFrameFollowing(<i>succeeded, failed</i>) → {boolean}									
Description	Find out if the browser tab is following.									
Parameters	<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.								
Returns	true if this browser tab is following.									

isFrameNegotiating

Signature	isFrameNegotiating(<i>succeeded, failed</i>) → {boolean}									
Description	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.")									
Parameters	<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.								
Returns	true if the tab is negotiating.									

isFrameLeadingOrNegotiating

Signature	isFrameLeadingOrNegotiating(<i>succeeded, failed</i>) → {boolean}									
Description	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.").									
Parameters	<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.								
Returns	true if the browser tab is leading or negotiating.									

isLastActiveFrame

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

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

openDialog

Signature	openDialog(<i>url, options, succeeded, failed</i>) → {string}		
Description	Open an iframe in a dialog, based on the configured parameters.		
Parameters	Name	Type	Description
	url	string	The URL of the iframe to load in the dialog.
	options	object	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: <ul style="list-style-type: none"> label - Set a custom value for the aria-label attribute on the dialog. When the dialog pops up, this value identifies it

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"> width - The initial width of the dialog. Valid formats are px or %. height - The initial height of the dialog. Valid formats are px or %. </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"> width - The initial width of the dialog. Valid formats are px or %. height - The initial height of the dialog. Valid formats are px or %. 	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.																													
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td> <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>title</td> <td>string</td> <td>The title</td> </tr> <tr> <td>iconUrl</td> <td>string</td> <td>The URL of the icon you want to display in the title bar of the custom toast popup.</td> </tr> <tr> <td>subject</td> <td>string</td> <td>Optional. The subject</td> </tr> <tr> <td>message</td> <td>string</td> <td>Optional. The message</td> </tr> <tr> <td>keyValues</td> <td>array</td> <td>Optional. JSON object used to fill the key value pair list. For example:</td> </tr> </tbody> </table> </td> </tr> <tr> <td>parameters</td> <td>object</td> <td></td> </tr> </tbody> </table>			Name	Type	Description			<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>title</td> <td>string</td> <td>The title</td> </tr> <tr> <td>iconUrl</td> <td>string</td> <td>The URL of the icon you want to display in the title bar of the custom toast popup.</td> </tr> <tr> <td>subject</td> <td>string</td> <td>Optional. The subject</td> </tr> <tr> <td>message</td> <td>string</td> <td>Optional. The message</td> </tr> <tr> <td>keyValues</td> <td>array</td> <td>Optional. JSON object used to fill the key value pair list. For example:</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	array	Optional. JSON object used to fill the key value pair list. For example:	parameters	object	
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Signature	popupToast(<i>parameters</i> , succeeded, failed) → {string}								
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	Name	Type	Description						
			{"key1" ; "value one", "key2" ; "value two", "key3" ; "value three"}.						
		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 Show and Dismiss							

Signature	popupToast(<i>parameters</i> , succeeded, failed) → {string}														
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Signature	popupToast(<i>parameters</i> , succeeded, failed) → {string}																							
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		true, sends the subject , iconUrl , title , keyValues , and message parameters to the MyMessage panel.																						
width	number	Optional. The width of the custom toast popup, in pixels. This values 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																							

triggerActivity

Signature	triggerActivity(succeeded, failed)									
Description	Triggers a fake activity to prevent the inactivity timer from closing the agent session.									
Parameters	<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.								

updateViewInApplicationMenuBar

Signature	updateViewInApplicationMenuBar(parameters, succeeded, failed) → {string}									
Description	Creates a custom view in the Application Menu bar region.									
Parameters	<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 Application Menu bar 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 Application Menu bar region. This parameter is</td></tr></tbody></table>	Name	Type	Description	name	string	A unique name for the custom view of the Application Menu bar 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 Application Menu bar region. This parameter is
Name	Type	Description								
name	string	A unique name for the custom view of the Application Menu bar 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 Application Menu bar region. This parameter is								

Signature	updateViewInApplicationMenuBar(parameters, succeeded, failed) → {string}		
	Name	Type	Description
			mandatory if label is not provided.
	label	string	The main textual content to be displayed for the custom view. This parameter is mandatory if iconUrl is not provided.
	shortLabel	string	Optional. A shorter version of the label that will be used in the shortened mode if iconUrl 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}		
	Name	Type	Description
			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}																			
Parameters	<table border="1"> <thead> <tr> <th data-bbox="824 325 1032 367">Name</th> <th data-bbox="1032 325 1240 367">Type</th> <th data-bbox="1240 325 1446 367">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 367 1032 604">id</td> <td data-bbox="1032 367 1240 604">string</td> <td data-bbox="1240 367 1446 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.													
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Signature	updateToast(<i>id</i> , <i>parameters</i> , <i>succeeded</i> , <i>failed</i>) → {boolean}								
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	Array	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].							
	boolean	If set to true, displays Show and Dismiss buttons and							

Signature	updateToast(<i>id</i> , <i>parameters</i> , <i>succeeded</i> , <i>failed</i>) → {boolean}							
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failed	function	A function called when the operation fails.						
Returns	true if the toast has been updated; false if the toast identifier has not been found.							