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Widgets Developer's Guide

Configure widgets and services

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Learn how to configure widgets and services.

Related documentation:

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Depending on your product, you can use Genesys Widgets for functionality such as WebChat or Callback. You can configure all widgets and services in the same configuration object. When you add new Genesys products and services, you must update your Genesys Widgets configuration to enable those widgets.

After you deploy Genesys Widgets on your website, configure the CX Widget by defining the **global window._genesys** Javascript object.

To include the JavaScript script, you can choose one of the following options:

- Place the script inline on your website
- Place it in a separate JavaScript file, and include the file on your page

The following example is a basic view of the global Genesys Widgets configuration object:

```
// include widgets.min.js after defining your configuration options
```

The following example is a populated Widget configuration that includes configuration options for WebChat.

Important

You must define your configuration options on the page **before** widgets.min.js is loaded.

Main Configuration

Genesys Widgets is a hub for multiple Genesys products and services. Some configuration options are set globally and therefore apply to all products and services running on the CX Widget platform. In the main application configuration you can configure options such as visual theme, language, and mobile support.

For detailed information on configuration options, see app configuration options.

Widget Configuration Options

- WebChat configuration
- WebChatService configuration
- ChannelSelector configuration

For a complete catalogue of Widgets configuration options, see Genesys Widgets API Reference.

Launcher

Launcher is a sample page that shows how Genesys Widgets are displayed on any host website. Use this page to:

- View Genesys Widgets with your own configuration.
- Copy the Configuration Script; for example, using the details you entered on the form, the configuration script is generated in the **Need Configuration Script** section. You can copy this script and use it in your website to launch Widgets.
- Starting in the 9.0.008.03 version, use the Launcher tool to test and configure between the different API services available in Genesys, namely under Genesys Multicloud CX, GenesysEngage-cloud and Genesys Cloud CX.

How to use Launcher

Sidebar

To enable the Sidebar plugin, select this check box in Launcher. By default, Sidebar will be shown on the right side of the screen on Widgets startup. You can configure SideBar by using the options shown under this section. Provide the sidebar channel configuration in the corresponding text area according to the Sidebar documentation or use the provided sample configuration links to pre-fill the sample data in the text area. Ensure that the channels defined here are enabled and configured as well.

Enable Live Assist (EWT)

Select the check box next to **Enable Live Assist (EWT)** to enable the ChannelSelector plugin. Enter the Stats URL followed by the virtual queue names to fetch the Estimated Wait Time details. Refer to the Channel Selector documentation for more information. To show Chat, SendMessage and CallUs channels in this plugin, please make sure that you select these plugins in this Launcher page.

WebChat

Select the **WebChat** check box to enable WebChat. You must enter a URL. Other values are optional and self-explanatory.

Important

Starting in the 9.0.008.03 version, WebChat supports Genesys Multicloud CX v3 API via the transports configuration section. You can test this in the Launcher tool using the WebChat [with Transport only] section under the GenesysEngage-cloud tab.

CallUs

Select the check box next to **Call Us** and provide the configuration data. Note that you can select the **Edit/Use Sample Config** option to use sample configuration data, which you can edit it with your own detail data. Ideally, Call Us is shown in the Live Assist widget. It can also be launched with the `CallUs.open bus` command.

Callback

Select the check box next to **Callback** to include the Callback and Calendar plugins. Enter the callback service provider URL field and other details as required. Ensure **Enable Sidebar with Live Assist** is selected.

Lazy Loading

Select the check box next to **Enable Lazy loading** to launch Widgets in the lazy-load mode. Otherwise they will be launched on startup. At the minimum, Sidebar plugin must be enabled and configured with the required channels to load it on Widgets startup.

Once you have entered all of the necessary configuration details, click the **Launch** button to launch Widgets.