# Widgets Developer Resources

ChannelSelector

4/26/2026

# Contents

Learn how to provide your customers with a configurable list of channels as an entry point for contacting customer service in Genesys Cloud CX.

**Related documentation:**

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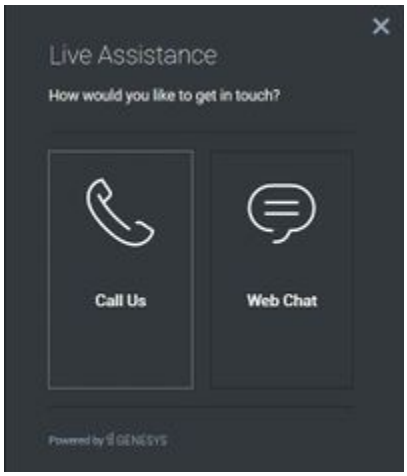
## Overview

The ChannelSelector Widget displays a configurable list of channels, as an entry point for customers to contact customer service. Channels are not limited to Genesys Widgets; you can add your own custom channels to open applications or open new windows as necessary.




### Usage

Use the following methods to open ChannelSelector manually:

- Call the **ChannelSelector.open** command
- Create your own custom button, or link to open ChannelSelector (using the **ChannelSelector.open** command)

> **Important**
>
> By default, ChannelSelector has no channels configured. If not configured, the UI appears empty. See the configuration for examples and information on how to set up your own custom channels.

## Customization

You can customize and localize the static text shown in the ChannelSelector Widget by adding entries into your configuration and localization options.

ChannelSelector supports themes. You can create and register your own themes for Genesys Widgets.

## Namespace

The Channel Selector plugin has the following namespaces tied to each of the following types:

| Type | Namespace |
|---|---|
| Configuration | channelselector |
| i18n—Localization | channelselector |
| CXBus—API commands & API events | ChannelSelector |
| CSS | .cx-channel-selector |

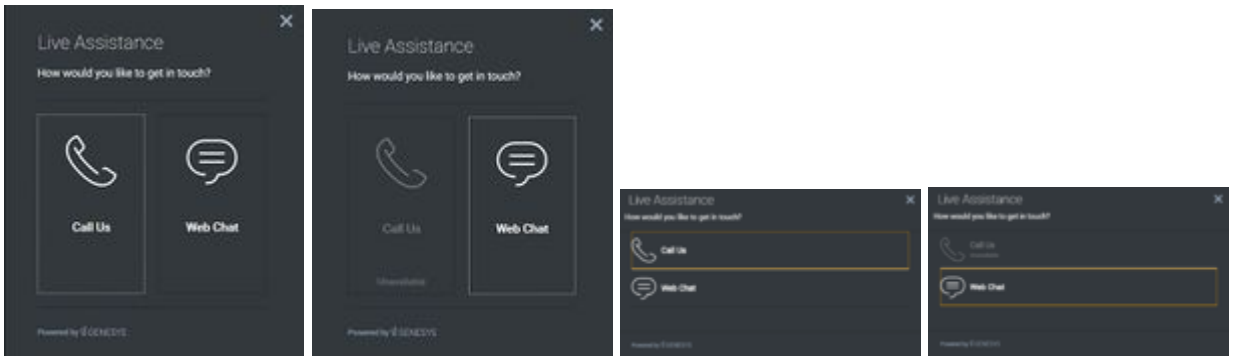
## Mobile support

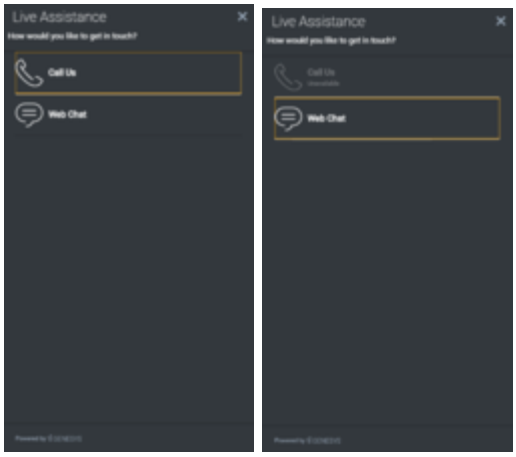
ChannelSelector supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop and Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for mobile devices. When ChannelSelector detects a mobile device, ChannelSelector switches to special full-screen templates, optimized for both portrait and landscape orientations.

Switching between Desktop and Mobile modes is automatic, by default. If necessary, configure Genesys Widgets to switch between Desktop and Mobile modes manually.

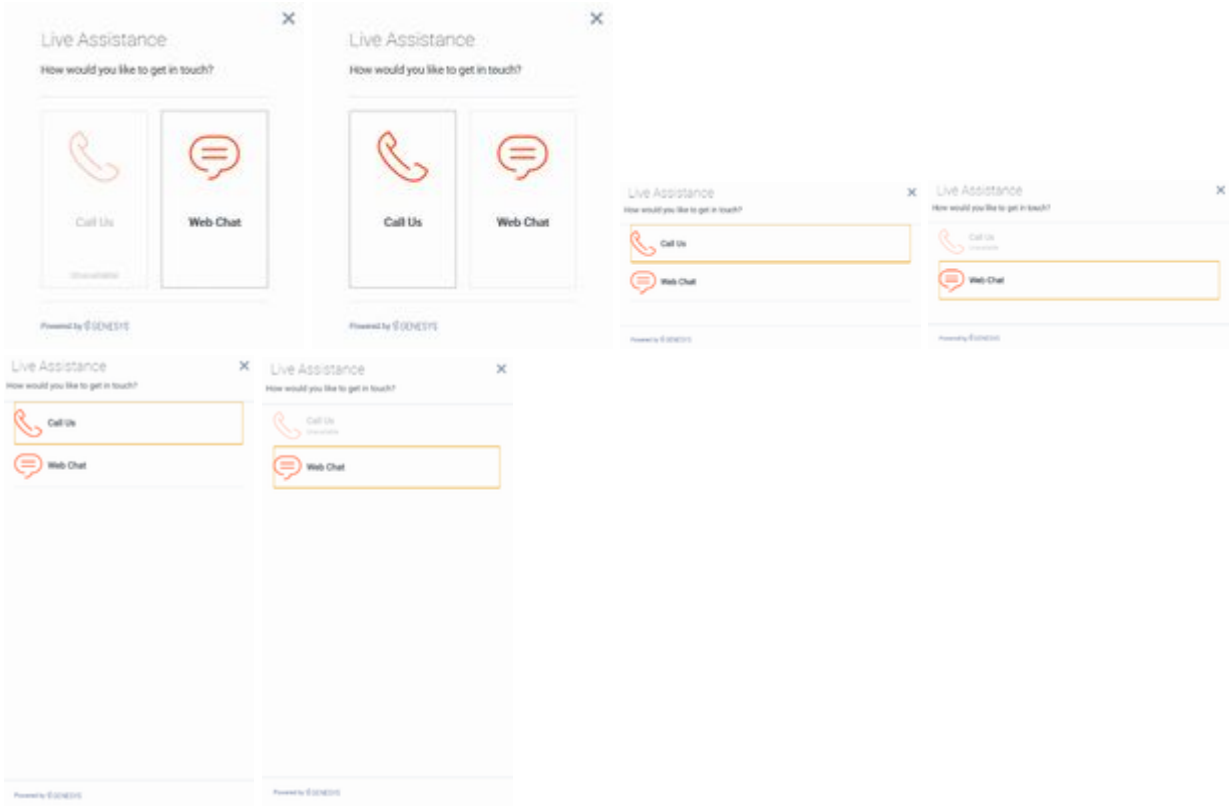
## Screenshots

**Dark theme**






**Light theme**




# Configuration

ChannelSelector shares the **_genesys.widgets.channelselector** configuration namespace. ChannelSelector has UI options to enable and disable channels, hide channels, add new channels. All

the channels are displayed based on the array of objects order defined in the channel's configuration. To hide a particular channel, simply remove the corresponding array object.

### Example

```
  window._genesys.widgets.channelselector = {
         channels: [{

                  enable: true,
                  clickCommand: 'CallUs.open',
                  displayName: 'Call Us',
                  i18n: 'CallusTitle',
                  icon: 'call-outgoing',
                  html: '',
                  },
                 {
                  enable: true,
                  clickCommand: 'WebChat.open',
                  displayName: 'Web Chat',
                  i18n: 'ChatTitle',
                  icon: 'chat',
                  html: '',
                  }]
 };
```

### Options

| Name | Type | Description | Default | Required |
|---|---|---|---|---|
| channels[].enable | boolean | Enable/disable a channel. | true | N/A |
| channels[].clickCommand | string | The CXBus command name for opening a particular widget when this channel is clicked. | none | Always |
| channels[].displayName | string | A channel name to display on the ChannelSelector Widget. | none | Always |
| channels[].i18n | string | To support localization of the channel display name, this takes a key parameter of the channelselector section in the language pack file. Overrides above displayName. | none | N/A |
| channels[].icon | string | Select from one of the Genesys Widgets icons by specifying icon css class name. | none | Always |

| Name | Type | Description | Default | Required |
|---|---|---|---|---|
| channels[].html | string | Overrides and replaces the icon section of a channel with the html (image tag) defined here. | none | N/A |

## Localization

> ### Important
> For information on how to set up localization, refer to the Localize widgets and services guide.

### Usage

Use the **channelselector** namespace when you define localization strings for the ChannelSelector plugin in your i18n JSON file.

The following example shows how to define new strings for the **en** (English) language. You can use any language codes you wish; there is no standard format. When selecting the active language in your configuration, you must match one of the language codes defined in your i18n JSON file. You must only define a language code once in your i18n JSON file. Inside each language object, you must define new strings for each widget.

### Example i18n JSON

```
{
        "en": {
                "channelselector": {
                        "Title": "Live Assistance",
                        "SubTitle": "How would you like to get in touch?",
                        "UnavailableTitle": "Unavailable",                "AriaClose": "Live
Assistance Close",
                        "AriaWindowLabel": "Live Assistance Window"
                }
        }
}
```

## API commands

Once you've registered your plugin on the bus, you can call commands on other registered plugins. Here's how to use the global bus object to register a new

plugin on the bus.

> **Important**
>
> The global bus object is a debugging tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see Genesys Widgets Extensions for more information about extending Genesys Widgets.

```
var oMyPlugin = window._genesys.widgets.bus.registerPlugin('MyPlugin');
oMyPlugin.command('ChannelSelector.open');
```

## close

Closes the ChannelSelector UI.

### Example

```
oMyPlugin.command('ChannelSelector.close').done(function(e){

        // ChannelSelector closed successfully

}).fail(function(e){

        // ChannelSelector failed to close
});
```

### Resolutions

| Status | When | Returns |
|---|---|---|
| resolved | ChannelSelector is successfully closed | N/A |
| rejected | ChannelSelector is already closed | Already closed |

## open

Opens the ChannelSelector UI.

### Example

```
oMyPlugin.command('ChannelSelector.open').done(function(e){

        // ChannelSelector opened successfully

}).fail(function(e){

        // ChannelSelector failed to open
});
```

### Resolutions

| Status | When | Returns |
|---|---|---|
| resolved | ChannelSelector Widget is successfully opened | N/A |
| rejected | ChannelSelector Widget is already open | 'Already open' |

## configure

Modifies the ChannelSelector configuration.

### Example

```
oMyPlugin.command('ChannelSelector.configure', {

        channels: [
                {
                        enable: true,
                        clickCommand: 'CallUs.open',
                        readyEvent: 'CallUs.ready',
                        displayName: 'Call Us',
                        i18n: 'CallusTitle',
                        icon: 'call-outgoing',
                        html:  ''
                }
        ]

}).done(function(e){

        // ChannelSelector configured successfully

}).fail(function(e){

        // ChannelSelector failed to configure
});
```

### Options

| Option | Type | Description |
|---|---|---|
| channels | array | Array containing each channel configuration object. The order of channels is displayed based on the order defined here. |
| channels[].enable | boolean | Enable/disable chat channel. |
| channels[].clickCommand | string | The CXBus command name for opening a particular widget when this channel is clicked. |
| channels[].readyEvent | string | Subscribes to this ready event published by a plugin and enables the channel when that plugin is ready. |
| channels[].displayName | string | A channel name to display in the |

| Option | Type | Description |
| --- | --- | --- |
| | | ChannelSelector Widget. |
| channels[].i18n | string | To support localization of channel display name, this takes a key parameter of the channelselector section in the language pack file. Overrides above displayName. |
| channels[].icon | string | Select from one of the Genesys Widgets icons by specifying icon css class name. |
| channels[].html | string | Overrides and replaces the icon section of a channel with the html (image tag) defined here. |

Resolutions

| Status | When | Returns |
| --- | --- | --- |
| resolved | Configuration options are provided and set | N/A |
| rejected | No configuration options are provided | 'Invalid configuration' |

## API events

Once you've registered your plugin on the bus, you can subscribe to and listen for published events. Here's how to use the global bus object to register a new plugin on the bus.

> **Important**
>
> The global bus object is a debugging tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see Genesys Widgets Extensions for more information about extending Genesys Widgets.

```
var oMyPlugin = window._genesys.widgets.bus.registerPlugin('MyPlugin');

oMyPlugin.subscribe('ChannelSelector.ready', function(e){});
```

| Name | Description | Data |
| --- | --- | --- |
| ready | ChannelSelector plugin is initialized and ready to accept commands | N/A |
| opened | ChannelSelector Widget has appeared on screen | N/A |

| Name | Description | Data |
| --- | --- | --- |
| closed | ChannelSelector Widget has been removed from the screen | N/A |