Widgets API Reference

Callback

9/12/2025

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- Developer

Learn how to use the Callback Widget to fetch user details.

Related documentation:

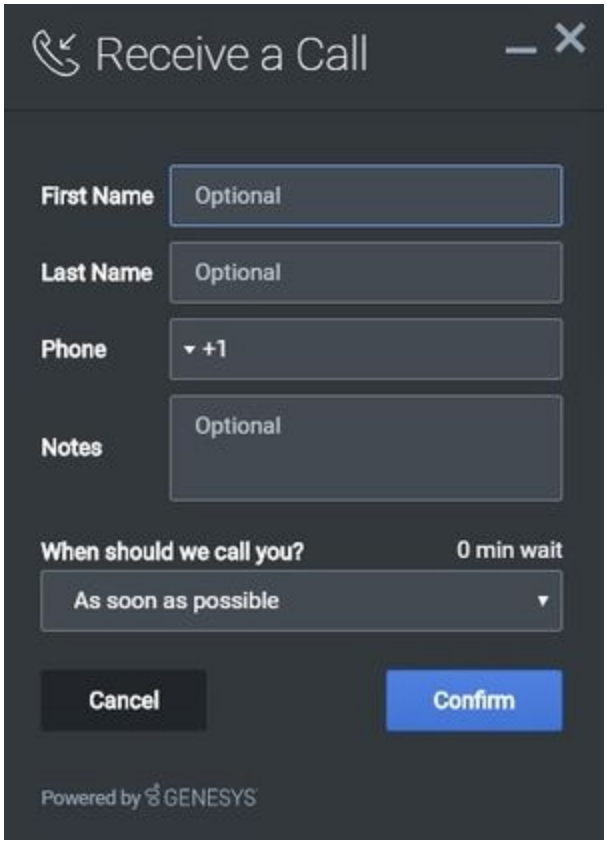
-

Link to video

Overview

> **Important**
> This documentation relies on Genesys Callback APIs available to Engage Cloud customers. The only supported version is v3 as exposed by Engagement API.

The Callback Widget provides a form to fetch user details such as name, phone number, and email—and whether the customer would like an immediate callback or would prefer to receive a call at another time of their choosing. Callback then submits this information to Customer Service. The times that Callback displays are based on agent availability, meaning the user can select a time that works for everyone.



Usage

Use the following methods to launch Callback manually:

- Call the **Callback.open** command
- Configure ChannelSelector so that *Receive a Call* appears as a channel
- Configure Calendar to show a Date-Time picker for selecting a preferred time

Dependency

The Callback Widget requires the Calendar plugin.

Customization

You can customize and localize all of the text shown in the Callback Widget by adding entries into your configuration and localization options.

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

Namespace

The Callback plugin has the following namespaces tied up with each of the following types:

Type	Namespace
Configuration	callback
i18n—Localization	callback
CXBus— API commands & API events	Callback
CSS	.cx-callback

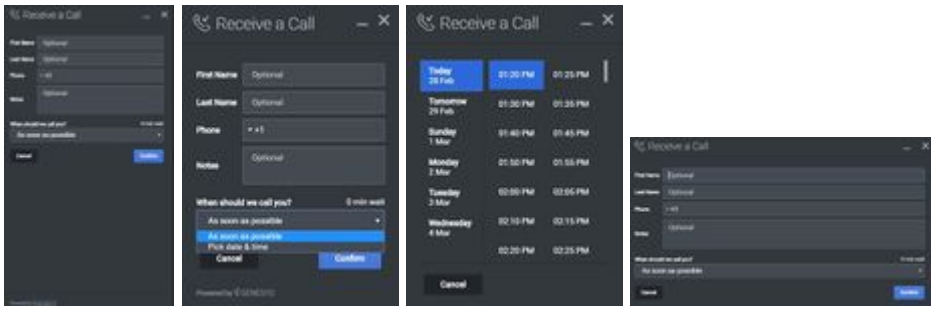
Mobile support

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

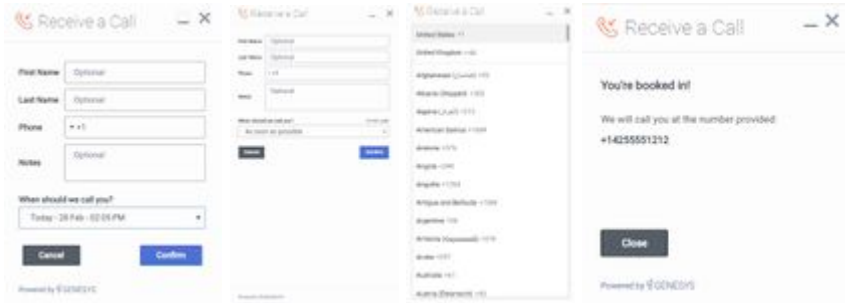
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

Dark theme



Light theme



Configuration

Callback and CallbackService share the **_genesys.widgets.callback** configuration namespace. Callback has UI options while CallbackService has connection options.

Example

```
window._genesys.widgets.callback = {

        apikey: 'n3eNkgXXXXXXXXOXXXXXXXXA',
        dataURL: 'http://host:port/genesys/1/service/callback/samples',
        userData: {},
        countryCodes: true,
        immediateCallback: true,
        scheduledCallback: true,
        ewt: {
                display: true,
                queue: 'chat_ewt_test',
                threshold: 2000,
                immediateCallback: {
                        thresholdMin: 1000,
                        thresholdMax: 3000
                }
        }
};
```

Options

Name	Type	Description	Default	Required
countryCodes	boolean	Enable/disable display of country codes for phone number.	true	n/a
immediateCallback	boolean	Enable/disable the immediate (As Soon As Possible) callback option.	true	n/a
scheduledCallback	boolean	Enable/disable the scheduling (Pick date & time) callback option.	true	n/a
form	object	An object containing a custom registration form definition. The definition placed here becomes the default registration form layout for Callback. See Customizable Callback	A basic registration form is defined internally by default	n/a

Name	Type	Description	Default	Required
		Registration Form.		
ewt.display	boolean	To display Estimated Wait Time (EWT) details.	true	n/a
ewt.queue	string	EWT service channel virtual queue.	none	Always required if Estimated Waiting Time has to be displayed.
ewt.threshold	number	If EWT is less than this threshold value (seconds), wait time will not be shown.	30	n/a
ewt.refreshInterval	number	EWT is updated for every time interval (seconds) defined here.	10	n/a
ewt.immediateCallback.thresholdMin	number	If EWT is less than this minimum threshold value (seconds), then 'As Soon As Possible' option (Immediate Callback) will be disabled. This value should be configured less than or equal to above ewt.threshold value.	none	n/a
ewt.immediateCallback.thresholdMax	number	If EWT is more than this maximum threshold value (seconds), then 'As Soon As Possible' option (Immediate Callback) will be disabled.	none	n/a

Localization

> **Important**
>
> For information on how to set up localization, please refer to Localize widgets and

> services.

Usage

Use the **callback** namespace when defining localization strings for the Callback 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. Please note that you must only define a language code once in your i18n JSON file. Inside each language object you should define new strings for each widget.

Example i18n JSON

```
{
        "en": {
                "callback": {
                        "CallbackTitle": "Receive a Call",
                        "CancelButtonText": "Cancel",
                        "AriaCancelButtonText": "Cancel",
                        "ConfirmButtonText": "Confirm",
                        "AriaConfirmButtonText": "Confirm",
                        "CallbackPlaceholderRequired": "Required",
                        "CallbackPlaceholderOptional": "Optional",
                        "CallbackFirstName": "First Name",
                        "CallbackLastName": "Last Name",
                        "CallbackPhoneNumber": "Phone",
                        "CallbackQuestion": "When should we call you?",
                        "CallbackDayLabels": [
                                "Sunday",
                                "Monday",
                                "Tuesday",
                                "Wednesday",
                                "Thursday",
                                "Friday",
                                "Saturday"
                        ],
                        "CallbackMonthLabels": [
                                "Jan",
                                "Feb",
                                "Mar",
                                "Apr",
                                "May",
                                "Jun",
                                "Jul",
                                "Aug",
                                "Sep",
                                "Oct",
                                "Nov",
                                "Dec"
                        ],
                        "CallbackConfirmDescription": "You're booked in!",
                        "CallbackNumberDescription": "We will call you at the number
provided:",
                        "CallbackNotes": "Notes",
```

```
                        "CallbackDone": "Close",
                        "AriaCallbackDone": "Close",
                        "CallbackOk": "Okay",
                        "AriaCallbackOk": "Okay",
                        "CallbackCloseConfirm": "Are you sure you want to cancel arranging
this callback?",
                        "CallbackNoButtonText": "No",
                        "AriaCallbackNoButtonText": "No",
                        "CallbackYesButtonText": "Yes",
                        "AriaCallbackYesButtonText": "Yes",
                        "CallbackWaitTime": "Wait Time",
                        "CallbackWaitTimeText": "min wait",
                        "CallbackOptionASAP": "As soon as possible",
                        "CallbackOptionPickDateTime": "Pick date & time",
                        "AriaCallbackOptionPickDateTime": "Opens a date picker",
                        "CallbackPlaceholderCalendar": "Select Date & Time",
                        "AriaMinimize": "Callback Minimize",
                        "AriaWindowLabel": "Callback Window",
                        "AriaMaximize": "Callback Maximize",
                        "AriaClose": "Callback Close",
                        "AriaCalendarClosedStatus": "Calendar is closed",
                        "Errors": {
                                "501": "Invalid parameters cannot be accepted, please check
the supporting server API documentation for valid parameters.",
                                "503": "Missing apikey, please ensure it is configured
properly.",
                                "1103": "Missing apikey, please ensure it is configured
properly.",
                                "7030": "Please enter a valid phone number.",
                                "7036": "Callback to this number is not possible. Please
retry with another phone number.",
                                "7037": "Callback to this number is not allowed. Please retry
with another phone number.",
                                "7040": "Please configure a valid service name.",
                                "7041": "Too many requests at this time.",
                                "7042": "Office closed. Please try scheduling within the
office hours.",
                                "unknownError": "Something went wrong, we apologize for the
inconvenience. Please check your connection settings and try again.",
                                "phoneNumberRequired": "Phone number is required."
                        }
                }
        }
}
```

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('Callback.open');
```

open

Opens the Callback UI.

Example

```
oMyPlugin.command('Callback.open', {

        form: {

                autoSubmit: false,
                firstname: 'John',
                lastname: 'Smith',
                subject: 'Customer Satisfaction',
                desiredTime: 'now',
                phonenumber: '8881110000'
        },
        formJSON: {...}

}).done(function(e){

        // Callback opened successfully

}).fail(function(e){

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

Options

Option	Type	Description
form	object	Object containing form data to prefill in the callback form and optionally auto-submit the form.
form.autoSubmit	boolean	Automatically submit the callback form.
form.firstname	string	Value for the first name entry field.
form.lastname	string	Value for the last name entry field.
form.subject	string	Value for the notes entry field.
form.desiredTime	string	This value is shared by the immediate or scheduled callback drop down option in the form (in other words, As Soon As Possible or Pick date & time). A string value 'now' pre-selects the 'As Soon As Possible' option. A string value with Date Time or Date Object, is passed into this drop down option and pre-selected.

Option	Type	Description
		During form submission, it is converted into UTC string format and sent to the server as the desired callback time.
form.phonenumber	string	Value for the phone entry field. Should be a valid telephone number, when used with a prefix '+' auto selects the country flag near the phone input field.
formJSON	object	An object containing a custom registration form definition. See Customizable Callback Registration Form.
userData	object	Arbitrary data that is to be attached with callback schedule. Properties defined here will be merged with default userData set in the configuration object.

Resolutions

Status	When	Returns
resolved	Callback form is successfully opened	n/a
rejected	Callback form is already open	'already opened'

close

Closes the Callback UI.

Example

```
oMyPlugin.command('Callback.close');
```

Resolutions

Status	When	Returns
resolved	Callback form is successfully closed	n/a
rejected	Callback form is already closed	'already closed'
rejected	User has entered some details on the form and trying to close it without confirming cancellation	'User must confirm close'

minimize

Minimizes or un-minimizes the Callback UI.

Example

```
oMyPlugin.command('Callback.minimize');
```

Options

Option	Type	Description
minimized	boolean	Rather than toggling the current minimized state you can specify the minimized state directly: true = minimized, false = unminimized.

Resolutions

Status	When	Returns
resolved	Always	n/a
rejected	Never	n/a

showOverlay

Displays a slide-down overlay over the Callback's content. You can fill this overlay with disclaimers, articles and other information.

Example

```
oMyPlugin.command('Callback.showOverlay', {

        html: '
Example text
'

});
```

Options

Option	Type	Description
html	string or HTML reference	The HTML content you want to display in the overlay.
hideFooter	boolean	Normally the overlay appears

Option	Type	Description
		between the titlebar and footer bar. Set this to true to have the overlay overlap the footer to gain a bit more vertical space. This should only be used in special cases. For general use, don't set this value.

Resolutions

Status	When	Returns
resolved	Callback is open and the overlay opens	n/a
rejected	Callback is not currently open	Callback is not currently open. Ignoring command.

hideOverlay

Hides the slide-down overlay.

Example

```
oMyPlugin.command('Callback.hideOverlay');
```

Resolutions

Status	When	Returns
resolved	Callback is open and the overlay closes	n/a
rejected	Callback is not currently open	Callback is not currently open. Ignoring command.

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget’s configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

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('Callback.ready', function(e){});
```

Name	Description	Data
opened	The Callback widget has appeared on screen.	Metadata
ready	Callback is initialized and ready to accept commands.	n/a
started	When the user has started filling out the Callback widget form or auto pre-filled it.	Metadata
submitted	When the user has submitted the form.	Metadata
completed	When the Callback widget form is submitted successfully.	Metadata
cancelled	When the user has abandoned the interaction by closing the Callback widget before scheduling a callback.	Metadata
closed	The Callback widget has been removed from the screen.	Metadata

Metadata

Interaction Lifecycle

Every Callback interaction has a sequence of events we describe as the *Interaction Lifecycle*. This is a sequence of events that tracks progress and choices from the beginning of an interaction (opening Callback), to the end (closing Callback), and every step in between.

The following events are part of the Interaction Lifecycle:

```
ready
opened
started
submitted
```

```
cancelled
completed
closed
```

Lifecycle scenarios

An Interaction Lifecycle can vary, based on each user's intent and experience with Callback. Here are several sequences of events in the lifecycle that correspond to different scenarios.

The user opened Callback but changed their mind and closed it without entering any information:

```
ready -> opened -> cancelled -> closed
```

The user started filling out the form but closed Callback without submitting the callback request:

```
ready -> opened -> started -> cancelled -> closed
```

The user started filling out the form and submitted it successfully:

```
ready -> opened -> started -> submitted -> completed -> closed
```

> **Tip**
> For a list of all Callback events, see API events.

Metadata

Each event in the Interaction Lifecycle includes the following block of metadata. By default, all values are set to `false`. As the user progresses through the lifecycle of a Callback interaction, these values will be updated.

The metadata block contains boolean state flags, counters, timestamps, and elapsed times. These values can be used to track and identify trends or issues with callback interactions. During run-time, the metadata can help you offer a smart and dynamic experience to your users.

Reference

Name	Type	Description
proactive	boolean	Indicates Callback was offered and accepted proactively.
prefilled	boolean	Indicates the form was prefilled with info automatically.
autoSubmitted	boolean	Indicates the form was submitted automatically, usually after being prefilled.
errors	array/boolean	An array of error codes encountered after submitting the form. If no errors, this value will be false.

Name	Type	Description
form	object	An object containing the form parameters when the form is submitted.
opened	integer (timestamp)	Timestamp indicating when Callback was opened.
started	integer (timestamp)	Timestamp indicating when the user started entering information into the form.
cancelled	integer (timestamp)	Timestamp indicating when the callback request is cancelled. Cancelled refers to when a user abandoned the interaction by closing Callback before scheduling a callback.
completed	integer (timestamp)	Timestamp indicating when the callback request was sent successfully.
closed	integer (timestamp)	Timestamp indicating when Callback was closed.
elapsed	integer (milliseconds)	Total elapsed time in milliseconds from when the user started entering information to when the user cancelled or completed the interaction.

Customizable Callback registration form

Callback allows you to customize the registration form shown to users prior to starting a session. The following form inputs are currently supported:

- Text
- Select
- Hidden
- Checkbox
- Textarea

Customization is done through an object definition that defines the layout, input type, label, and attributes for each input. You can set the default registration form definition in the `_genesys.widgets.callback.form` configuration option. Alternately, you can pass a new registration form definition through the `Callback.open` command:

```
_genesys.widgets.bus.command("Callback.open", {formJSON: oRegFormDef});
```

Inputs are rendered as stacked rows with one input and one optional label per row.

Default example

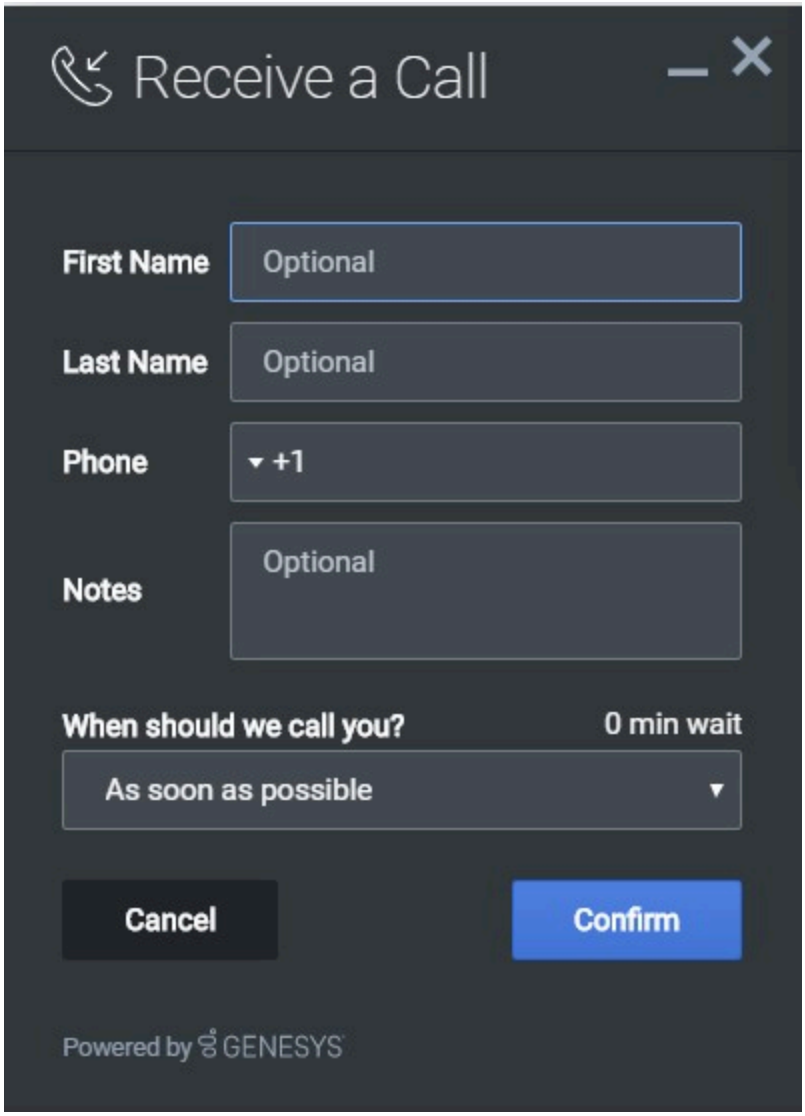
The following example is the default object used to render Callback's registration form. This is a very simple definition that does not use many properties.

> **Important**
>
> The Phone Number field with name **phonenumber** is required for all Callback custom forms. This field value is required by Genesys Callback API to schedule a Callback.

```
{
        wrapper: "
```

", inputs: [{ id: "cx_form_callback_firstname", name: "firstname", maxlength: "100", placeholder: "@i18n:callback.CallbackPlaceholderOptional", label: "@i18n:callback.CallbackFirstName" }, { id: "cx_form_callback_lastname", name: "lastname", maxlength: "100", placeholder: "@i18n:callback.CallbackPlaceholderOptional", label: "@i18n:callback.CallbackLastName" }, { id: "cx_form_callback_phone_number", name: "phonenumber", maxlength: "14", placeholder: "@i18n:callback.CallbackPlaceholderRequired", label: "@i18n:callback.CallbackPhoneNumber", onkeypress: function(event) { // To allow only number inputs return (event.charCode >= 48 && event.charCode

Using this definition will result in this output:



> **Important**
> Form fields with id **cx_form_schedule_options** and **cx_form_schedule_time** are not customizable.

Properties

Each input definition can contain any number of properties. These are categorized in two groups: *Special Properties*, which are custom properties used internally to handle rendering logic, and *HTML Attributes* which are properties that are applied directly as HTML attributes on the input element.

Special properties

Property	Type	Default	Description
type	string	"text"	Sets the type of input to render. Possible values are currently `text`, `hidden`, `select`, `checkbox`, and `textarea`.
label	string		Set the text for the label. If no value provided, no label will be shown. You may use localization query strings to enable custom localization (for example, label: "@i18n:namespace.StringName"). Localization query strings allow you to use strings from any widget namespace or to create your own namespace in the localization file (i18n.json) and use strings from there (for example, label: "@i18n:myCustomNamespace.myCusto For more information, see the Labels section.
wrapper	HTML string	“ ”	Each input exists in its own row in the form. By default this is a table-row with the label in the left cell and the input in the right cell. You can redefine this wrapper and layout by specifying a new HTML row structure. See the Wrappers section for more info. The default wrapper for an input is "
validate	function		Define a validation function for the input that executes when the input loses focus (blur) or changes value. Your function must return `true` or `false`. True to indicate it passed, false to indicate it failed. If your validation fails, the form will not submit and

Property	Type	Default	Description
			the invalid input will be highlighted in red. See the Validation section for more details and examples.
validateWhileTyping	boolean	false	Execute validation on keypress in addition to blur and change. This ignores non-character keys like shift, ctrl, and alt.
options	array	[]	When ‘type’ is set to ‘select’, you can populate the select by adding options to this array. Each option is an object (for example, {name: ‘Option 1’, value: ‘1’} for a selectable option, and {name: "Group 1", group: true} for an option group).

HTML attributes

With the exception of special properties, all properties will be added as HTML attributes on the input element. You can use standard HTML attributes or make your own.

Example

```
{
        id: "cx_callback_form_firstname",
        name: "firstname",
        maxlength: "100",
        placeholder: "@i18n:callback.CallbackPlaceholderOptional",
        label: "@i18n:callback.CallbackFirstName"
}
```

In this example, `id`, `name`, `maxlength`, and `placeholder` are all standard HTML attributes for the text input element. Whatever values are set here will be applied to the input as HTML attributes.

Note: the default input type is "text", so type does not need to be defined if you intend to make a text input.

HTML output

Labels

A label tag will be generated for your input if you specify label text and if your custom input wrapper includes a ‘{label}’ designation. If you have added an ID attribute for your input, the label will

automatically be linked to your input so that clicking on the label selects the input or, for check boxes, toggles it.

Labels can be defined as static strings or localization queries.

Wrappers

Wrappers are HTML string templates that define a layout. There are two kinds of wrappers, f**orm wrappers** and i**nput wrappers**:

Form wrapper

You can specify the parent wrapper for the overall form in the top-level "wrapper" property. In the example below, we specify this value as " ". This is the default wrapper for the Callback form.

```
{
        wrapper: "
```

", /* form wrapper */ inputs: [] }

Input wrapper

Each input is rendered as a table row inside the form wrapper. You can change this by defining a new wrapper template for your input row. Inside your template you can specify where you want the input and label to be by adding the identifiers "{label}" and "{input}" to your wrapper value. See the example below:

```
{
        id: "cx_callback_form_firstname",
        name: "firstname",
        maxlength: "100",
        placeholder: "@i18n:callback.CallbackPlaceholderOptional",
        label: "@i18n:callback.CallbackFirstName"
        wrapper: "{label}{input}" /* input row wrapper */
}
```

The {label} identifier is optional. Omitting it will allow the input to fill the row. If you decide to keep the label, you can move it to any location within the wrapper, such as putting the label on the right, or stacking the label on top of the input. You can control the layout of each row independently, depending on your needs.

You are not restricted to using a table for your form. You can change the form wrapper to "

" and then change the individual input wrappers from a table-row to your own specification. Be aware though that when you move away from the default table wrappers, you are responsible for styling and aligning your layout. Only the default table-row wrapper is supported by default Themes and CSS.

Validation

You can apply a validation function to each input that lets you check the value after a change has been made and/or the user has moved to a different input (on change and on blur). You can enable validation on key press by setting `validateWhileTyping` to `true` in your input definition.

Here is how a validation function is defined:

```
{
        id: "cx_callback_form_firstname",
        name: "firstname",
        maxlength: "100",
        placeholder: "@i18n:callback.CallbackPlaceholderOptional",
        label: "@i18n:callback.CallbackFirstName"

        validateWhileTyping: true, // default is false

        validate: function(event, form, input, label, $, CXBus, Common){

                if(input && input.val()) {    // to validate some input exits in the
firstname input field (required field)

                    return true;              // validation passed

                }else{

                    return false;             // no input exists, validation failed
                }
        }
}
```

You can perform any validation you like in the validate function but it must return `true` or `false` to indicate that validation has passed or failed, respectively. If you return false, the Callback form will not submit, and the input will be highlighted in red. This is achieved by adding the CSS class "cx-error" to the input.

Validation function arguments

Argument	Type	Description
event	JavaScript event object	The input event reference object related to the form input field. This event data can be helpful to perform actions like active validation on an input field while the user is typing.
form	HTML reference	A jquery reference to the form wrapper element.
input	HTML reference	A jquery reference to the input element being validated.
label	HTML reference	A jquery reference to the label for the input being validated.
$	jquery instance	Widget’s internal jquery instance. Use this to help you write your validation logic, if needed.
CXBus	CXBus instance	Widget’s internal CXBus reference. Use this to call commands on the bus, if needed.
Common	Function Library	Widget’s internal Common library of functions and utilities. Use if needed.

Form submit

Custom input field form values are submitted to the server as key value pairs in the form submit request, where the input field names are the property keys and the input field values are the property values.

Form pre-fill

You can pre-fill the custom form using the Callback.open command by passing the form (form data) and formJSON (custom registration form), provided the form input names in the formJSON must match with the property names in the form data.

The following example will open the Callback form with the phone number already entered in the Phone input field.

```
_genesys.widgets.bus.command("Callback.open", {

        formJSON: {
                  wrapper: "
```

", inputs: [{ id: "cx_form_phone_number", name: "phonenumber", maxlength: "12", placeholder: "@i18n:callback.CallbackPlaceholderPhoneNumber", label: "@i18n:callback.CallbackPhoneNumber" }] }, form: { phonenumber: 9453222222 } });