Widgets API Reference

CallbackService

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- Developer

Learn how to use CallbackService to schedule a callback with customer service.

Related documentation:
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Overview

CallbackService exposes high-level API access to Genesys Callback services, allowing you to use our Callback Widget to schedule a callback with customer service—or to develop your own custom Callback Widget. CallbackService dramatically simplifies integration, improving the reliability, feature set, and compatibility of every widget on the bus.

Usage

Callback Service and the matching Callback widget work together, and they share a configuration object. Using Callback uses CallbackService.

You can also use Callback Service as a high-level API using bus commands and events to build your own Callback widget.

Namespace

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

Type	Namespace
Configuration	Sendmessage
CXBus—API commands & API events	CallbackService

Customization

CallbackService does not have customization options. It is a Plug and Play plugin and works as is.

Configuration

Description

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

Example

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

        apikey: 'n3eNkgXXXXXXXXOXXXXXXXXA',
        apiVersion: 'v3',
        serviceName: 'service',
        dataURL: 'http://host:port/callbacks',
        userData: {},
        countryCodes: true
};
```

Options

Name	Type	Description	Accepted Values	Default	Required
apikey	string	If apiVersion is v3, this holds the x-api-key value.	n/a	n/a	Yes, if using Apigee Proxy
dataURL	URL String	URL to the API endpoint for Callback. **Important** The base URL for your API endpoints is: https://gapi-.genesysc engagement/v3 You will receive the information from Genesys at the same time that you receive your API key.	n/a	n/a	Always
apiVersion	string	Version of Callback API. **Important** This value determines the version of Callback API.	'v3'	'v1'	Yes, if using Callback v3 dataURL
serviceName	string	Name of the Callback virtual queue.	n/a	n/a	Yes, if using Callback v3 dataURL
userData	object	Arbitrary	n/a	{}	

Name	Type	Description	Accepted Values	Default	Required
		attached data to include while scheduling a callback.			
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout.	n/a	3000	

Localization

CallbackService does not have localization options.

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('CallbackService.schedule', {

        userData: {},
        firstname: 'Bob',
        lastname: 'Jones',
        email: 'b.jones@mail.com',
        subject: 'product questions',
        desiredTime: '2017-04-04T00:24:17.804Z',
        phonenumber: '4151110000'
});
```

configure

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

schedule

Schedule a callback service with the callback schedule API.

Example

```
oMyPlugin.command('CallbackService.schedule', {

        userData: {},
        serviceName: 'service' // service name from callback API v3 version,
        firstname: 'Bob',
        lastname: 'Jones',
        email: 'b.jones@mail.com',
        subject: 'product questions',
        desiredTime: '2017-03-03T00:24:17.804Z',
        phonenumber: '4151110000'

});
```

Options

Option	Type	Description
firstname	string	Receive a Call entry Form Data: 'firstname'.
lastname	string	Receive a Call entry Form Data: 'lastname'.
phonenumber	string	Receive a Call entry Form Data: 'phonenumber'.
subject	string	Receive a Call entry Form Data: 'notes'.
email	string	Receive a Call entry Form Data: 'email'.
desiredtime	string	The preferred desired time user would like to get the callback scheduled. Time should be in UTC format.
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.
serviceName	string	Service Name of Callback API to be passed if the apiVersion is v3.

Resolutions

Status	When	Returns
resolved	Server confirms callback is scheduled	200 OK AJAX Response - Schedule Callback

Status	When	Returns
		For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	Selected time slot is not available	400 Bad Request AJAX Error Response For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	AJAX exception occurs	429 Too Many Requests AJAX Error Response For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	Server exception occurs	500 Internal Server Error Response For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	No form data is found to schedule callback	'No data found to schedule callback'

availability

Get the list of available callback time slots using the callback service.

Example

```
oMyPlugin.command('CallbackService.availability', {

        serviceName: 'service' // service name from callback API v3 version,
        startDate: '2017-04-03T00:24:17.804Z',
        numberOfDays: '5',
        maxTimeSlots: 20

}).done(function(e){

        // CallbackService successfully showing availability

}).fail(function(e){

        // CallbackService failed to show availability
});
```

Options

Option	Type	Description
startDate	string	The start date is specified in ISO 8601 format, using UTC as the timezone (yyyy-MM-ddTHH:mm:ss.SSSZ).
endDate	string	The end date is specified in ISO 8601 format, using UTC as timezone (yyyy-MM-ddTHH:mm:ss.SSSZ). If neither endDate nor numberOfDays is specified, the end date is assumed to be the same as the start date.
numberOfDays	string	Used as an alternative to the end date. If neither endDate nor numberOfDays is specified, the end date is assumed to be the same as the start date.
maxTimeSlots	number	The maximum number of time slots to be included in the response.
serviceName	string	Service Name of Callback API to be passed if the apiVersion is v3.

Resolutions

Status	When	Returns
resolved	Server confirms the list of available callback time slots	200 OK AJAX Response - Query Callback Availability `For Callback API v3, refer to 'Responses' in Availability Callback V3`
rejected	Time slots are not available for selected period	400 Bad Request AJAX Response `For Callback API v3, refer to 'Responses' in Availability Callback V3`
rejected	AJAX exception occurs	400 Bad Request AJAX Response `For Callback API v3, refer to 'Responses' in Availability Callback V3`
rejected	Server exception occurs	500 Internal Server Error Response

Status	When	Returns
		For Callback API v3, refer to 'Responses' in Availability Callback V3
rejected	No query data is found	'No query parameters passed for callback availability service'

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

Name	Description	Data
ready	CallbackService is initialized and ready to accept commands.	n/a
scheduled	Callback is scheduled successfully.	200 OK AJAX Response - Schedule Callback For Callback API v3, refer to 'Responses' in Schedule Callback V3
scheduleError	An error occurred between the client and the server during a callback schedule.	The JSON data returned by Callback server. For Callback API v3, refer to 'Responses' in Schedule Callback V3
availableSlots	Callback available slots fetched successfully.	200 OK AJAX Response - Query Callback Availability For Callback API v3, refer to 'Responses' in Availability Callback V3
availabilityError	An error occurred between the	The JSON data returned by

Name	Description	Data
	client and the server while fetching the available timeslots.	Callback server. For Callback API v3, refer to 'Responses' in Availability Callback V3