This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Widgets API Reference

Engage

7/27/2024

Contents

- 1 Overview
  - 1.1 Usage
  - 1.2 Namespaces
  - 1.3 Screenshots
- 2 Configuration
- 3 Localization
- 4 API commands
  - 4.1 invite
  - 4.2 Example
  - 4.3 Options
  - 4.4 Resolutions
  - 4.5 offer
  - 4.6 Example
  - 4.7 Options
- 5 API events
  - 5.1 Interaction Lifecycle
  - 5.2 Lifecycle scenarios
- 6 Metadata
  - 6.1 Reference

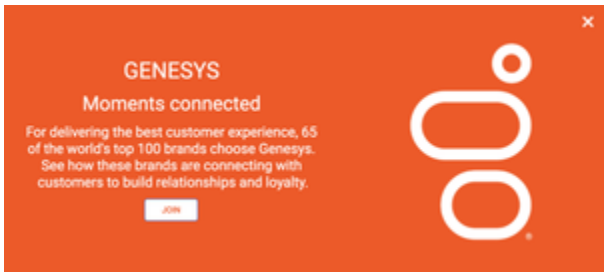
- Developer

Learn how to use the Genesys Multicloud CX plugin to integrate any Engage solution with Genesys Widgets.

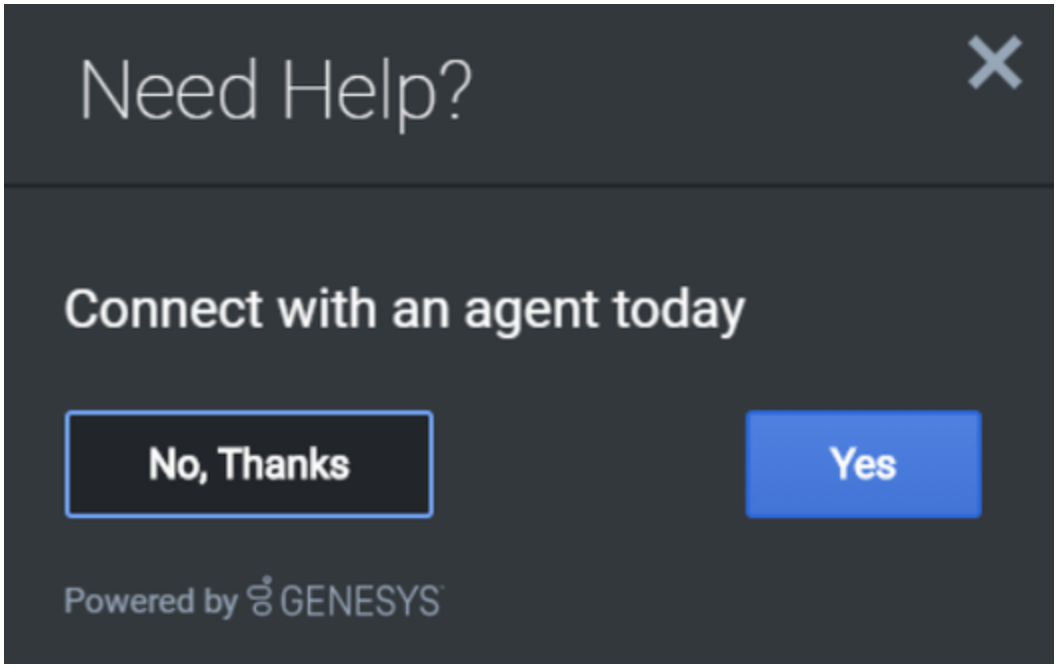
Related documentation:

-

Overview



The Genesys Multicloud CX plugin is generic and contains commands that automate customer engagement within Genesys Widgets. Starting with version 9.0.015.11, the Engage plugin includes Offers, which allows a customer to view a product or promotion on a page. It comes with many display modes and rendering options, such as overlay/toaster mode with text or image-only layouts, or both.



Usage

Use the Engage plugin to show either an invite or an offer via the following methods:

- Calling the Engage.invite command
- Calling the Engage.offer command

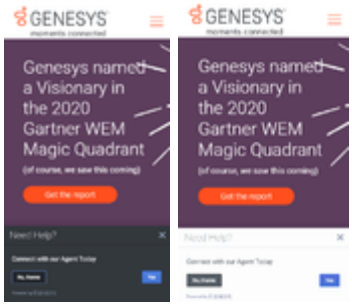
Namespaces

The Engage plugin uses the following namespaces.

Type	Namespace
i18n - Localization	Engage
CXBus - API commands & API events	Engage
CSS	.cx-engage

Screenshots

Engage Invite



Engage Offer

Configuration

The Genesys Multicloud CX plugin doesn't have any configuration options.

Localization

The Genesys Multicloud CX plugin doesn't have any 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('Engage.invite');
```

invite

Opens the Engage Widget and renders the text based on the options provided. If no options are provided, the widget doesn't open.

Example

```
oMyPlugin.command('Engage.invite', {
        'type':'toast',
        'timeout':3000,
        'title':'Engage Title',
        'ariaTitle':'Engage Invite',
        'body':'Engage invite body content',
        'accept':'Yes',
        'decline':'No, thanks',
        'ariaAccept':'Yes',
        'ariaDecline':'No, thanks',
        'ariaClose':'Close',
        'command': 'WebChat.open',
        'options':{'proactive': true, 'userData': {'category': 'shoes'}}
});

oMyPlugin.command('Engage.invite',{
        'type':'toast',
        'timeout':3000,
        'force': true,
        'title':'Engage Title',
        'ariaTitle':'Engage Invite',
        'body':'Engage invite body content',
        'accept':'Yes',
        'decline':'No, thanks',
        'ariaAccept':'Yes',
        'ariaDecline':'No, thanks',
        'ariaClose':'Close'
```

```
}).done(function(response){

        // Act upon the received response code

        switch(response){
        case 'accepted':oMyPlugin.command('WebChat.open');
                        break;
        case 'declined': break;
        case 'closed': break;
        case 'timeout': break;
}

});
```

Options

Option	Type	Description	Accepted values	Default	Introduced/ updated
type	string	Widget display type.	toast		
timeout	number	Timeout integer in milliseconds.	n/a		
title	string	String for widget title.	n/a		
ariaTitle	string	Aria label text for the Engage invite window.	n/a		9.0.015.04
body	string	String for offer body text.	n/a		
accept	string	String for Accept button text.	n/a		
ariaAccept	string	Aria label text for the Accept button.	n/a		9.0.016.10
decline	string	String for Decline button text.	n/a		
ariaDecline	string	Aria label text for the Decline button.	n/a		9.0.016.10
ariaClose	string	Aria label text for the Engage Close button.	n/a		9.0.016.10
command	string	Command to execute.	n/a		
options	object	Options related to the command provided.	n/a		

Option	Type	Description	Accepted values	Default	Introduced/ updated
priority	number	Replace the active lower priority Engage invite with the higher priority Engage invite.	n/a	0	9.0.015.11
force	boolean	Replace the active Engage invite with the new Engage invite irrespective of priorities.	n/a	false	9.0.015.11

Resolutions

Status	When	Returns
resolved	Engage invite is accepted by user.	accepted
resolved	Engage invite is declined by user.	declined
resolved	Engage invite widget is closed by user.	closed
resolved	Engage invite widget closes due to timeout.	timeout

offer

Opens a widget for a product offer using the data sent through the command options provided below. The widget can include both rendering options and the actual data that needs to be displayed in the Offer Widget. If no options are provided, the widget will not open.

Example

```
 oMyPlugin.command('Engage.offer', {

         mode:'overlay',
         modal:true,
         layout:'leftText',
         title: 'GRAB WHAT YOU NEED!!',
        ariaTitle: 'Offers',
         headline:'We Got All!',
         description:'Get free NextDay delivery on orders of $35 or more. Start shopping
now!',

         cta:{
                 text:'Join',
                 url:'https://www.genesys.com',
                 target:'_blank'
         },
```

```
        image:{
                src:'https://picsum.photos/id/237/300/300',
                alt:'Alternate Text for Image'
        },

        styles:{
                closeButton:{
                        'color':'red'
                }
        },
       ariaCTA:'Join',
       ariaClose:'Close Offer'
});
```

Options

Option	Type	Description	Accepted values	Default	Introduced/ updated
mode	string	The display type of the Offer widget.	overlay, toaster	toaster	9.0.015.04
modal	boolean	Applicable only when mode is 'overlay'. A smokescreen will be shown in the background of overlay modal window. This window can be dismissed by clicking anywhere in the smokescreen area.	n/a	false	9.0.015.04
layout	string	Additional layout options are supported for all modes.	minimal, leftText, rightText, topText, bottomText	leftText	9.0.015.04
headline	string	The Offer title header text.	n/a	n/a	9.0.015.04
ariaTitle	string	Aria label text for the Offer window.	n/a	n/a	9.0.015.04
description	string	The Offer body description text.	n/a	n/a	9.0.015.04
cta	object	An object containing HTML attributes and/	n/a	n/a	9.0.015.04

Option	Type	Description	Accepted values	Default	Introduced/ updated
		or CXBus commands for the CTA (call to action) button.			
cta.text	string	The CTA button text.	n/a	n/a	9.0.015.04
cta.url	string	The URL string for the CTA button. Note: The URL must be properly defined with the complete Protocol URL Address. For example, https://www.genesys.com.	_blank, _parent, _self, _top, framename	n/a	9.0.015.04
cta.target	string	Specifies where the URL is opened.	n/a	n/a	9.0.015.04
cta.command	string	A CXBus command to execute.	n/a	n/a	9.0.015.04
cta.commandOptions	string	Options related to CXBUs command.	n/a	n/a	9.0.015.04
image	object	An object containing image tag attributes.	n/a	n/a	9.0.015.04
image.src	string	The URL of the image.	n/a	n/a	9.0.015.04
image.alt	string	Alternate text for the image.	n/a	n/a	9.0.015.04
image.title	string	To indicate the screen reader user whether the image opens the URL in a new window.	n/a	n/a	9.0.016.10
insertAfter	string	Applicable only in mobile mode. An ID or class name of an HTML selector from the host page. The offer will be inserted after this	n/a	n/a	9.0.015.04

Option	Type	Description	Accepted values	Default	Introduced/ updated
		element. Precede the value mentioned here with the standard Class ('.') and ID selector ('#') character.			
insertBefore	string	Applicable only in mobile mode. An ID or class name of an HTML selector from the host page. The offer will be inserted before this element. Precede the value mentioned here with the standard Class ('.') and ID selector ('#') character.	n/a	n/a	9.0.015.04
insertInto	string	Applicable only in mobile mode. An ID or class name of an HTML selector from the host page. The offer will be appended inside this element. Precede the value mentioned here with the standard Class ('.') and ID selector ('#') character.	n/a	n/a	9.0.015.04
styles	object	An object containing styles for the offer content.	n/a	n/a	9.0.015.04
styles.closeButtonobject		An object containing	n/a	n/a	9.0.015.04

Option	Type	Description	Accepted values	Default	Introduced/ updated
		styles for the close button.			
styles.closeButton.color	string	The color of the close button.	n/a	n/a	9.0.015.04
styles.closeButton.opacity	number	The CSS 'opacity' property for the close button.	n/a	n/a	9.0.015.04
styles.overlay	object	An object containing styles for the overlay container.	n/a	n/a	9.0.015.04
styles.overlay.top	string	The CSS 'top' property for the overlay container.	n/a	n/a	9.0.015.04
styles.overlay.right	string	The CSS 'right' property for the overlay container.	n/a	n/a	9.0.015.04
styles.overlay.bottom	string	The CSS 'bottom' property for the overlay container.	n/a	n/a	9.0.015.04
styles.overlay.left	string	The CSS 'left' property for the overlay container. Note: When all the position values are provided, the order of precedence will be top, right, bottom, and left.	n/a	n/a	9.0.015.04
styles.overlay.center	boolean	Aligns the overlay container to the center of the screen.	n/a	true	9.0.015.04
styles.offer	object	An object containing styles for the Offer window.	n/a	n/a	9.0.015.04
styles.offer.backgroundColor	string	The background	n/a	n/a	9.0.015.04

Option	Type	Description	Accepted values	Default	Introduced/ updated
		color of the offer.			
styles.offer.color	string	The text color of the offer.	n/a	n/a	9.0.015.04
styles.offer.padding	string	The padding for the offer container.	n/a	0	9.0.015.04
styles.title	object	An object containing styles for the title.	n/a	n/a	9.0.015.04
styles.title.font	string	The CSS 'font' property for the title.	n/a	n/a	9.0.015.04
styles.title.textAlign	string	The CSS 'text-align' property for the title.	n/a	n/a	9.0.015.04
styles.headline	object	An object containing styles for the header text.	n/a	n/a	9.0.015.04
styles.headline.font	string	The CSS 'font' property for the header text.	n/a	n/a	9.0.015.04
styles.headline.textAlign	string	The CSS 'text-align' property for the header text.	n/a	n/a	9.0.015.04
styles.description	object	An object containing styles for the offer description text.	n/a	n/a	9.0.015.04
styles.description.font	string	The CSS 'font' property for the description text.	n/a	n/a	9.0.015.04
styles.description.textAlign	string	The CSS 'text-align' property for the description text.	n/a	n/a	9.0.015.04
styles.ctaButton	object	An object containing styles for call to action button in the	n/a	n/a	9.0.015.04

Option	Type	Description	Accepted values	Default	Introduced/ updated
		offer window.			
styles.ctaButton.font	string	The CSS 'font' property for the text in CTA button.	n/a	n/a	9.0.015.04
styles.ctaButton.textAlign	string	The CSS 'text-align' property for the text in CTA button.	n/a	n/a	9.0.015.04
styles.ctaButton.background	string	The CSS 'background' property for the CTA button.	n/a	n/a	9.0.015.04
styles.ctaButton.color	string	The CSS 'color' property for the text in CTA button.	n/a	n/a	9.0.015.04
styles.ctaButton.fontSize	string	The CSS 'font-size' property for the text in CTA button.	n/a	n/a	9.0.015.04
ariaCTA	string	Aria label text for the Offer CTA button.	n/a	n/a	9.0.016.10
ariaClose	string	Aria label text for the Offer Close button.	n/a	n/a	9.0.016.10
priority	number	Replace the active lower priority Engage Offer with the higher priority Engage Offer.	n/a	0	9.0.015.11
force	boolean	Replace the active Engage Offer with the new Engage Offer irrespective of priorities.	n/a	false	9.0.015.11

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

Name	Description	Data	Introduced/updated
ready	The Engage widget is initialized and ready to accept commands on the bus.	n/a	
opened	The Engage widget opens. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04
CTA	When the user clicks the CTA button in the Engage widget. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04
hover	When the user first hovers over the Engage widget. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04
dismissed	When the user closes the Engage widget by clicking the Close button. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04
closed	The Engage widget closes. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04

> **Important**
> Applicable only for Engage.offer command.

Interaction Lifecycle

Every offer interaction has a sequence of events we describe as the *Interaction Lifecycle*. These events track progress and user choices from the beginning of an interaction (opening Offers), to the end (closing Offers), and every step in between.

The following events comprise the Interaction Lifecycle:

```
ready
opened
CTA
hover
dismissed
closed
```

Lifecycle scenarios

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

The user opened the Offer widget but changed their mind and closed it without seeing the offer details:

```
ready -> opened -> dismissed -> closed
```

The user opened the Offer widget, hovered over the offer details, and then closed it:

```
ready -> opened -> hover -> dismissed -> closed
```

The user opened the Offer widget and clicked on the button, which triggers CTA:

```
ready -> opened -> CTA -> closed
```

> **Tip**
> For a list of all Offer 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 an Offer Engage interaction, these values are updated.

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

Reference

Name	Type	Description	Introduced/updated
opened	integer (timestamp)	Timestamp indicating when the offer was opened.	9.0.015.04
closed	integer (timestamp)	Timestamp indicating when the offer was closed.	9.0.015.04
dismissed	integer (timestamp)	Timestamp indicating when the user dismissed the offer by clicking the close button.	9.0.015.04
triggeredCTA	integer (timestamp)	Timestamp indicating when the CTA was triggered.	9.0.015.04
timeBeforeCTA	integer (milliseconds)	Total time in milliseconds from when the user opened the offer to when the CTA is triggered.	9.0.015.04
timeFirstHover	integer (timestamp)	Timestamp indicating when the user first hovered over the offer.	9.0.015.04
timeBeforeHover	integer (milliseconds)	Total time in milliseconds from when the user opened the offer to when the user first hovered over the offer.	9.0.015.04
timeElapsedHover	integer (milliseconds)	Total time in milliseconds when the user hovered over the offer.	9.0.015.04
elementClicked	string	Name of CTA element that was clicked.	9.0.015.04