



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.

Developer's Guide

Customize the Built-in Chat Widget

Customize the Built-in Chat Widget

Important

Starting with the 8.5.100.11 release of Genesys Co-browse, Genesys is deprecating the Built-in Chat Widget and its APIs in preparation for discontinuing support in the upcoming 9.0 release.

This functionality is now available through a single set of consumer-facing [digital channel APIs](#) that are part of Genesys Mobile Services (GMS), and through [Genesys Widgets](#), a set of productized widgets that are optimized for use with desktop and mobile web clients, and which are based on the GMS APIs.

Genesys Widgets provide for an easy [integration](#) with Co-browse, allowing you to proactively serve these widgets to your web-based customers.

Although the deprecated APIs and Built-in Chat Widget will be supported for the life of the 8.5 release of Co-browse, Genesys recommends that you move as soon as you can to the new APIs and to Genesys Widgets to ensure that your functionality is not affected when you migrate to the 9.0 release.

The built-in chat widget provides the main chat functionality for Genesys Co-browse. It's a versatile widget that can be customized through the [Chat Service JS API](#) and the [Chat Widget JS API](#).

Customization

There are three different customization types available for modifying the chat widget UI: Template-based, CSS-based, and JavaScript-based. Using these customization types, you can do any of the following:

- modify the structure of the widget
- add content
- add css classes
- modify the style (including the logo and buttons)
- use JavaScript APIs to modify widget behavior

For details about the customization types and how you can use them, see [Customizing the User Interface](#), part of the Chat Widget JS API.

Localization

You can use the `startChat` and `restoreChat` methods of the [Chat Widget JS API](#) to enable localization for the chat widget. For details and step-by-step instructions, see [Localization](#).