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Widgets Reference

API Commands

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API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. Below we'll quickly register a new plugin on the bus using the global bus object.

Important

The global bus object is a debug tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see [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',  
        email: 'John@mail.com',  
        subject: 'Customer Satisfaction',  
        desiredTime: 'now',  
        phonenumber: '8881110000'  
    }  
}).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.email	string	Value for the email entry field.
form.subject	string	Value for the notes entry field.
form.desiredTime	string	This Value is shared by the Date & Time section in the callback form. A string value 'now' pre-selects 'As soon As Possible' section and sets current local time as the desired time. When a string Date Time value/date object is passed, the desired time is set to this value in the Custom Date & Time input field. During form submission to the server desired time time is converted into UTC string format.
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.
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	When callback form is successfully opened	n/a
rejected	When callback form is already open	'already opened'

close

Closes the Callback UI.

Example

```
oMyPlugin.command('Callback.close').done(function(e){  
    // Callback closed successfully  
}).fail(function(e){  
    // Callback failed to close  
});
```

Resolutions

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

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.

Example

```
oMyPlugin.command('Callback.configure', {  
    formValidation: true,  
    countryCodes: true  
}).done(function(e){  
    // Callback configured successfully  
}).fail(function(e){  
    // Callback wasn't configured properly  
});
```

Options

Option	Type	Description
formValidation	boolean	Enable/disable browser form validations.
countryCodes	boolean	Enable/disable country flags display for phone numbers.

Resolutions

Status	When	Returns
resolved	When configuration options are provided and set	n/a
rejected	When no configuration options are provided	'No configuration provided'