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Widgets Reference

Configuration

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Configuration

Description

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

Example

```
window._genesys.widgets.callback = {  
    apiKey: 'n3eNkgLLgLKXREBMjGm6lygOHH0K8VA',  
    dataURL: 'http://fce-w0147.us.int.genesyslab.com:8010/genesys/1/service/callback/  
samples',  
    userData: {},  
    countryCodes: true,  
    formValidation: false,  
    immediateCallback: true,  
    scheduledCallback: true,  
    ewt: {  
        queue: 'chat_ewt_test',  
        immediateCallback: {  
            thresholdMin: 10,  
            thresholdMax: 3000  
        }  
    }  
};
```

Options

Name	Type	Description	Default	Required
countryCodes	boolean	Enable/disable country flags display for phone numbers.	true	n/a
immediateCallback	boolean	Enable/disable the 'As Soon As Possible' option. Set value to true to enable.	true	n/a
scheduledCallback	boolean	Enable/disable the scheduling option. Set value to true to enable.	true	n/a

Name	Type	Description	Default	Required
ewt.queue	string	EWT service channel virtual queue.	none	always required if the range for EWT is configured.
ewt.immediateCallbackThresholdMin	string	If EWT is less than this minimum threshold value (seconds), the 'As Soon As Possible' option will be disabled.	none	none
ewt.immediateCallbackThresholdMax	string	If EWT is more than this maximum threshold value (seconds), the 'As Soon As Possible' option will be disabled.	none	none
formValidation	boolean	Enable/Disable form validations. These include validating Required fields, Invalid email address and Phone number. The type of validation applied on phone number is to check if its minimum length is 9 (including country code format).	true	n/a