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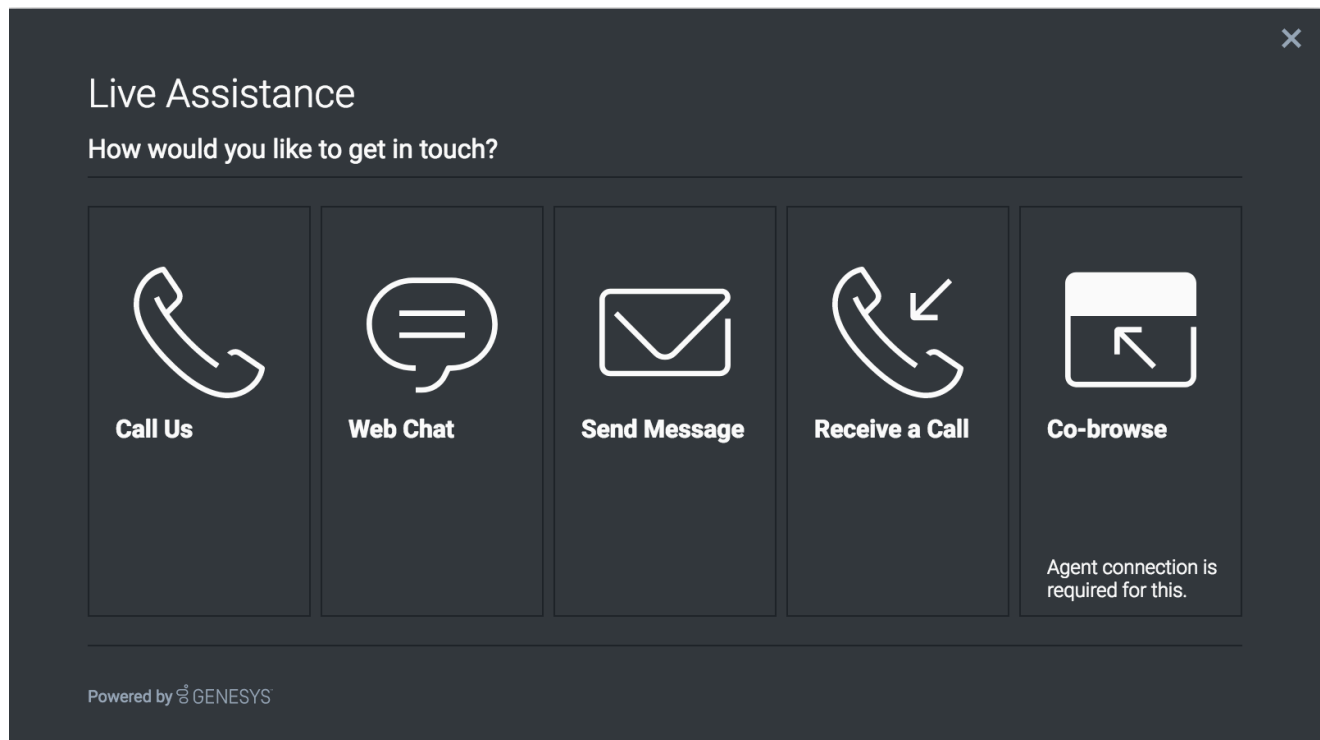
Widgets Reference

ChannelSelector

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ChannelSelector



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Overview

The ChannelSelector widget provides a configurable list of channels as an entry point for customers to contact customer service. In addition to showing multiple channels, ChannelSelector can show the Estimated Wait Time (EWT) for each channel when configured. You can also configure channels to hide or show as disabled based on EWT value. Channels are not limited to Genesys Widgets, you can add your own custom channels to launch applications or open new windows as necessary.

See the screenshots below and visit the [configuration](#) page for more information.

Usage

ChannelSelector can be launched manually by the following methods:

- Calling the **command** "ChannelSelector.open"
- Create your own custom button or link to open ChannelSelector (using the "ChannelSelector.open" command)

Important

By default ChannelSelector has no channels configured. The UI will appear empty if not configured. Please see the **configuration** for examples and information on how to setup your own custom channels.

Customization

All static text shown in the ChannelSelector Widget is fully customizable and **localizable** by adding entries into your **configuration** and **localization** options.

ChannelSelector supports Themes. You may create and register your own themes for Genesys Widgets.

Namespace

Channel Selector plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	channelselector
i18n - Localization	channelselector
CXBus - API Commands & API Events	ChannelSelector
CSS	.cx-channel-selector

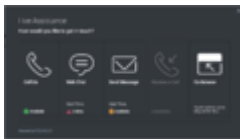
Mobile Support

ChannelSelector supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop & Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for smartphones. When a smartphone is detected, ChannelSelector switches to special full-screen templates that are optimized for both portrait and landscape orientations.

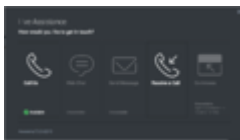
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

"Dark" Theme



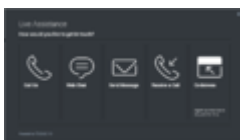
Desktop overlay view showing
EWT available



Desktop overlay view showing
EWT maximum & unavailable



Desktop overlay view showing
EWT minimums



Desktop overlay view showing
Co-browse channel}



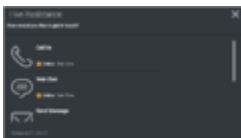
Mobile full-screen view showing
EWT available



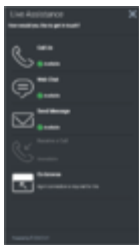
Mobile full-screen view showing
EWT maximum & unavailable



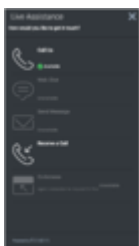
Mobile full-screen view showing
EWT maximum



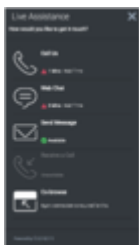
Mobile full-screen view showing
EWT minimum



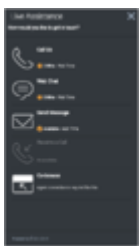
Mobile full-screen view showing
EWT available



Mobile full-screen view showing
EWT maximum & unavailable



Mobile full-screen view showing
EWT maximum



Mobile full-screen view showing
EWT minimum

"Light" Theme



Desktop overlay view showing
EWT available



Desktop overlay view showing
EWT maximum & unavailable



Desktop overlay view showing
EWT minimums



Desktop overlay view showing
Co-browse channel



Mobile full-screen view showing
EWT available



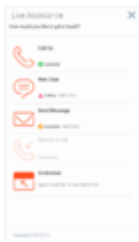
Mobile full-screen view showing
EWT maximum & unavailable



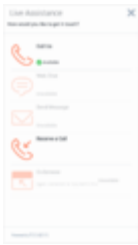
Mobile full-screen view showing
EWT maximum



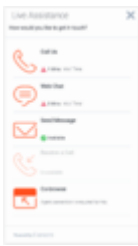
Mobile full-screen view showing
EWT minimum



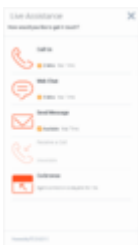
Mobile full-screen view showing
EWT available



Mobile full-screen view showing
EWT maximum & unavailable



Mobile full-screen view showing
EWT maximum



Mobile full-screen view showing
EWT minimum