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Widgets Reference

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Configuration

Description

ChannelSelector shares the configuration namespace '_genesys.widgets.channelselector'. ChannelSelector has UI options to enable/disable channels, hide channels, add new channels and display Estimated Waiting Time details. All the channels are displayed based on the array of objects order defined in channels config. To hide a particular channel, simply remove corresponding array object.

Example

```
window._genesys.widgets.channelselector = {
  ewtRefreshInterval: 10,
  channels: [{
    enable: true,
    clickCommand: 'CallUs.open',
    readyEvent: 'CallUs.ready',
    displayName: 'Call Us',
    i18n: 'CallusTitle',
    icon: 'call-outgoing',
    html: '<img src='http://placeholder.it/100x100'>',
    ewt: {
      display: true,
      queue: 'callus_ewt_test_eservices',
      availabilityThresholdMin: 300,
      availabilityThresholdMax: 480,
      hideChannelWhenThresholdMax: false
    }
  },
  {
    enable: true,
    clickCommand: 'WebChat.open',
    readyEvent: 'WebChat.ready',
    displayName: 'Web Chat',
    i18n: 'ChatTitle',
    icon: 'chat',
    html: '',
    ewt: {
      display: true,
      queue: 'chat_ewt_test_eservices',
      availabilityThresholdMin: 300,
      availabilityThresholdMax: 480,
      hideChannelWhenThresholdMax: false
    }
  },
}
```

```

{
  enable: true,
  clickCommand: 'SendMessage.open',
  readyEvent: 'SendMessage.ready',
  displayName: 'Send Message',
  il8n: 'EmailTitle',
  icon: 'email',
  html: '',
  ewt: {
    display: true,
    queue: 'email_ewt_test_eservices',
    availabilityThresholdMin: 300,
    availabilityThresholdMax: 480,
    hideChannelWhenThresholdMax: false
  },
},

{
  enable: true,
  clickCommand: 'Callback.open',
  readyEvent: 'Callback.ready',
  displayName: 'Receive a Call',
  il8n: 'CallbackTitle',
  icon: 'call-incoming',
  html: '',
  ewt: {
    display: true,
    queue: 'callback_ewt_test_eservices',
    availabilityThresholdMin: 300,
    availabilityThresholdMax: 480,
    hideChannelWhenThresholdMax: false
  },
},

{
  enable: true,
  name: "CoBrowse",
  clickCommand: "CoBrowse.open",
  readyEvent: "CoBrowse.ready",
  displayName: "Co-browse",
  il8n: "CobrowseTitle",
  icon: "cobrowse",
  html: ''
}
}];

```

Options

Name	Type	Description	Default	Required
ewtRefreshInterval	number	EWT is updated for every time interval (seconds) defined here.	10	n/a
channels[].enable	boolean	Enable/Disable a channel.	true	n/a
channels[].clickCommand	string	The CXBus command name	none	Always

Name	Type	Description	Default	Required
		for opening a particular widget when clicked on this channel.		
channels[].readyEvent	string	Subscribes to this ready event published by a plugin and enables the channel when that plugin is ready.	none	n/a
channels[].displayName	string	A channel name to display on ChannelSelector widget.	none	Always
channels[].i18n	string	To support localization of channel display name, this takes a key parameter of channelselector section in language pack file. Overrides above displayName.	none	n/a
channels[].icon	string	Select from one of the Genesys Widgets icons by specifying icon css class name.	none	Always
channels[].html	string	Overrides and replaces the icon section of a channel with the html (image tag) defined here.	none	n/a
chat.ewtMax	number	If EWT is greater than ewtMin and less this value (seconds), Wait time is shown with red alert icon.	480	n/a
channels[].ewt.display	boolean	To display estimated waiting time details.	true	n/a
channels[].ewt.queue	string	EWT service channel virtual queue.	none	Always
channels[].ewt.availabilityThresholdMin	number	If EWT is greater than 0 and less this minimum	300	n/a

Name	Type	Description	Default	Required
		threshold value (seconds), estimated waiting time is shown with yellow warning icon.		
channels[].ewt.availabilityThresholdMax	int	If EWT is greater than minimum threshold value and less maximum threshold value (seconds), estimated waiting time is shown with red alert icon.	480	n/a
channels[].ewt.hideChannelWhenThresholdMax	boolean	Hides this channel when estimated waiting time is greater than maximum threshold value.	true	n/a