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# Widgets Reference

Configuration

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# Configuration

## Description

cx-chat-deflection uses '\_genesys.cxwidget.knowledgecenter' configuration namespace and has connection and chat-deflection options.

## Example

```
window._genesys.cxwidget.knowledgecenter = {  
  deflection:{  
    enabled:true,  
    agentTranscript:'readable'  
  }  
}
```

## Options

| Name              | Type    | Description                                                                                                                                                           | Default  | Required |
|-------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| enabled           | boolean | Enables/disables chat deflection functionality. Can be changed programmatically using enable/disable commands of the widget.                                          | true     |          |
| agentTranscript   | string  | Defines how the Knowledge Center responses will be stored in chat transcript. Valid values: none, readable (default)                                                  | readable |          |
| workspace.enabled | boolean | Enables/disables context data of chat deflection to be attached to the chat interaction user data. This data is consumed by Workspace to show agent information about | true     |          |

| Name                        | Type    | Description                                                                                                                                                                                                                        | Default      | Required |
|-----------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------|
|                             |         | knowledge session<br><b>Note:</b> available since 8.5.004.19                                                                                                                                                                       |              |          |
| workspace.sessionKeystring  |         | User data key that will contain knowledge session id associated with the deflection session. Valid values: valid user data key name<br><b>Note:</b> available since 8.5.004.19                                                     | gks_session  |          |
| workspace.languageKeystring |         | User data key that will contain language id associated with the deflection session. Valid values: valid user data key name<br><b>Note:</b> available since 8.5.004.19                                                              | gks_lang     |          |
| workspace.questionKeystring |         | User data key that will contain last searched question. Valid values: valid user data key name<br><b>Note:</b> available since 8.5.004.19                                                                                          | gks_question |          |
| reporting.enabled           | boolean | Enables/disables chat deflection progress status to be attached to the chat interaction user data. This data can be used in reporting to analyze deflection sessions and their outcomes<br><b>Note:</b> available since 8.5.004.19 | true         |          |