Widgets Reference

WebChat

12/18/2025

Contents

WebChat

will be with you shortly. In meantime, can I assist you with any questions you may have? Please type a question into the input field below.

2:37 PM

agent will be with you shortly ...

2:37 PM

John Doe
Hi

2:37 PM

Type your message here

Powered by GENESYS

- Configuration
- Localization
- API Commands
- API Events

Overview

The WebChat widget allows a customer to start a live chat with a customer service agent. The UI appears within the page and follows the customer as they traverse your website. Customers can also initiate a Co-browse session with the agent directly from WebChat (Co-browse license and configuration required). Other features include minimize/maximize, auto-reconnect, and a built-in invite feature.

Usage

WebChat can be launched manually by the following methods:

- Calling the command "WebChat.open"
- Configuring ChannelSelector to show WebChat as a channel
- Enable the built-in launcher button for WebChat that appears on the right side of the screen
- Create your own custom button or link to open WebChat (using the "WebChat.open" command)

Deployment Notes

WebChat Configuration

Genesys WebChat utilizes the Genesys Mobile Services (GMS) Chat API v2. For the purposes of chat, GMS can be installed in Chat-only mode (without Cassandra).

Chat Service Configuration in GMS

In order to configure your chat service in GMS, please follow these instructions.

> ### Important
> The GMS configuration section referring to your chat service must follow the Chat v2 conventions. For example, if you want a chat service called "mychatservice", your configuration section must be called "chat.mychatservice" (not

> "service.mychatservice", as was the case for Chat v1 services).

For more information on configuring chat support in GMS, please see the following links:

- Chat API Version 2
- Setting Chat Dependencies
- Configuration Options Reference

Can I modify the Chat Registration Form?

Yes, Chat Registration Form is customizable by defining your own form elements, thus bypassing the default registration form. For implementation, see Customizable Chat Registration Form.

Customization

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

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

Namespace

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

| Type	Namespace
Configuration	webchat
i18n - Localization	webchat
CXBus - API Commands & API Events	WebChat
CSS	.cx-webchat

Mobile Support

WebChat 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, WebChat switches to special fullscreen templates that are optimized for both portrait and landscape orientations.
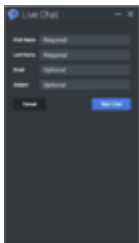
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.
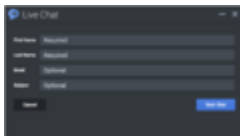
Screenshots

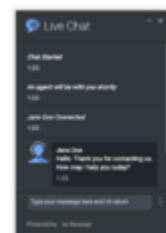**"Dark" Theme**
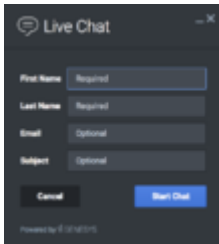
-

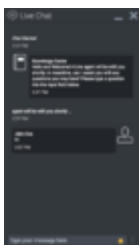 Desktop docked view showing
  form

-

  Mobile fullscreen view in portrait
  orientation showing form

-

  Mobile fullscreen view in
  Landscape orientation showing
  form

-

  Desktop docked view showing
  transcript

- Mobile fullscreen view in portrait orientation showing transcript

- Mobile fullscreen view in landscape orientation showing transcript

"Light" Theme

- Desktop docked view showing form

- Mobile fullscreen view in portrait orientation showing form

Mobile fullscreen view in
Landscape orientation showing
form

Desktop docked view showing
transcript

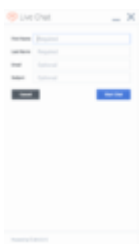Mobile fullscreen view in portrait
orientation showing transcript

Mobile fullscreen view in
landscape orientation showing
transcript