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Widgets Reference

Configuration

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Configuration

Description

WebChat and WebChatService share the configuration namespace '_genesys.widgets.webchat'. WebChat has UI options while WebChatService has connection options.

Example

```
window._genesys.widgets.webchat = {  
  apikey: 'n3eNkgLLgLKXREBMjGm6lygOHHOK8VA',  
  dataURL: 'https://api.genesyscloud.com/gms-chat/2/chat',  
  
  cometD: {  
    enabled: false,  
    cometURL: 'http://host:port/genesys/cometd',  
    channel: '/service/chatV2/customer-support',  
    apiURL: 'http://host:port/genesys/2/chat-ntf',  
    websocketEnabled: true,  
    logLevel: 'info'  
  },  
  
  userData: {},  
  emojis: true,  
  actionsMenu: true,  
  
  autoInvite: {  
    enabled: false,  
    timeToInviteSeconds: 10,  
    inviteTimeoutSeconds: 30  
  },  
  
  chatButton: {  
    enabled: true,  
    template: '<div>CHAT NOW</div>',  
    effect: 'fade',  
    openDelay: 1000,  
    effectDuration: 300,  
    hideDuringInvite: true  
  }  
};
```

Options

Name	Type	Description	Default	Required
apikey	string	Apigee Proxy secure token.	n/a	Yes, if using Apigee Proxy
endpoint	string	Manually select the endpoint to initiate chat on.	n/a	
dataURL	string (URL)	URL for GMS REST chat service. If cometD.enabled is set to true, this property will be ignored.	n/a	Always
cometD	object	Object container for CometD configuration options.	{enabled: false, cometURL: , channel: '/service/chatV2/customer-support', websocketEnabled: true, logLevel: 'info'}	Yes, if using CometD
cometD.enabled	boolean	Enables or disables CometD connection method. If set to false or left undefined, WebChatService will connect to REST services through the dataURL specified.	false	Yes, if using CometD
cometD.cometURL	string (URL)	URL for GMS CometD connection. cometD.enabled must be set to true for WebChatService to connect to this service.	n/a	Yes, if using CometD
cometD.channel	string (path)	CometD channel for receiving chat messages.	'/service/chatV2/customer-support'	Yes, if using CometD
cometD.apiURL	string (URL)	URL for additional CometD services such as file upload and download.	n/a	Yes, if using CometD with file uploads
cometD.websocketEnabled	boolean	If set to true, CometD will attempt to connect	true	

Name	Type	Description	Default	Required
		through websockets. If set to false, CometD will only use long-polling. CometD will fallback to long-polling if it can't connect via websockets.		
cometD.logLevel	string	Sets the log level for the CometD library. Values are 'warn', 'info', or 'debug'.	'info'	
userData	object	Arbitrary JSON attached data to include when initiating a chat.	{}	
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout.	3000	
xhrFields	object	Allows you to set the properties for the AJAX xhrFields object (e.g. {withCredentials: false}).	{withCredentials: false}	
pollExceptionLimit	number	Number of successive poll exceptions (chat server offline) before WebChatService publishes 'chatServerWentOffline'.	5	
restoreTimeout	number	Number of milliseconds before restore timeout. Prevents the chat session from restoring after a certain time away from the session (e.g. user navigated to a different site during chat and never ended the session).	60000	