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Deployment Guide

Genesys Widgets Deployment Guide

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Tip

The latest version of our documentation (titled “**Current**”) relates to release **9.0.x**.

This guide provides the steps required to instrument your website with Genesys Widgets.

Important

As of release **9.0.017.01** Genesys Widgets is no longer available to download through the Genesys Downloads Center. Instead, it can be downloaded as a zip file from the **Content Delivery Network (CDN)**.

Audience

This document is for website developers who are in charge of website code. You must have knowledge of HTML, JavaScript, and CSS.

Cookies

Genesys Widgets uses cookies to store non-sensitive data in the browser. These cookies are used to restore a chat session, to track the state of the UI, to store a user's decision, and more. The end-user's browser must allow cookies for Genesys Widgets to operate properly.

Important

No personally identifiable information (PII) is ever stored in cookies, local storage, or session storage by Genesys Widgets.

Sub-domains

Normally, cookies cannot be transferred between sub-domains of a website unless they are configured to do so. Genesys Widgets automatically detects the domain of the host site and configures all cookies to be transferable between sub-domains. For example, you could start a chat

on **www.testsite.com** and restore that chat session on **store.testsite.com**, **support.testsite.com**, or **portal.testsite.com**.

Important

For Genesys Widgets deployment recommendations, see [Chat API Deployment Notes](#).

Cookie Support in Test Environments

Genesys Widgets uses special cookies that persist across sub-domains. This is a critical feature for plugins like WebChat that need to restore an active chat session while navigating around a website. The side effect of using this type of cookie is they won't work when using test environment domain names such as "localhost" or an IP address. You must use a fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name. Cookies will also fail to work if you run the test site as an HTML file path directly in the browser.

One workaround is to update your system's **hosts** file to create an FQDN alias for "localhost", your test environment's name, or an IP address.

Example

```
127.0.0.1      localhost
127.0.0.1      localhost.com
```

Introduced: 9.0.004.03

Starting **9.0.004.03** version, a fully-qualified domain name (FQDN) such as "localhost.com" or any other variant that can be identified as a domain name is not mandatory but recommended. These cookies will also work when using test environment domain names such as "localhost" or an IP address.

How Can I Deploy Genesys Widgets?

We support two deployment methods:

- **Lazy loading**—Lazy loading breaks the JavaScript bundle apart into individual plugin files and loads them into the page only as you need them. This is the preferred method of deploying Genesys Widgets.
- **All-In-One**—The All-In-One method is the deprecated method of deploying Genesys Widgets. In this method, you have one JavaScript file and one CSS file that contain all plugins and resources.

Deploying Genesys Widgets (Lazy loading)

Files Used

- **widgets/cxbus.min.js**
- **widgets/plugins/widgets-core.min.js**
- **widgets/plugins/*.***

A good starting point is the following script:

```
<script src="widgets/cxbus.min.js"
onload="javascript:CXBus.configure({debug:true,pluginsPath:'build/
plugins/'});CXBus.loadFile('path/to/
widgets.config.js').done(function(){CXBus.loadPlugin('widgets-core')}};"></script>
```

This script does the following:

1. Loads **cxbus.min.js**. This makes the global CXBus instance available.
2. Configures CXBus to turn on debug logging and set the path to the Widgets plugin folder.
3. Load your configuration file, **widgets.config.js**. (This is an imaginary file. You must create it).
4. Loads **widgets-core**, the core Genesys Widgets library.

Use this script as a starting point and customize it as needed.

Remember that your configuration can be defined inline on the page or loaded in as a separate file (as shown in this script).

Important

Whichever method you choose, you must ensure your configuration is in the page before you load **widgets-core**. Otherwise, **widgets-core** cannot read the configuration.

Important

Refer to this article for help [configuring Genesys Widgets](#).

On-Demand Lazy loading

Genesys Widgets is designed to load plugins into the page on-demand as you use the product. For example, if you call the command **WebChat.open**, CXBus fetches the **webchat.min.js** plugin from the **plugins/** folder and loads it into the page. Any WebChat command triggers it to load. Likewise, WebChat calls WebChatService commands, thus CXBus loads **webchatservice.min.js** into the page

as well.

Preloading Plugins

In some cases, you might not want to load plugins on-demand, or the demand is to load them at startup. A good example is SideBar. You probably want this plugin to appear on the screen immediately so the customer can use it. To make this possible, you can specify which plugins you want to preload at startup in your configuration.

```
_genesys.widgets.main.preload = [  
    "sidebar"  
];
```

You may specify as many plugins as you want in the preload list. The plugins load in order after you load Widgets Core.

All plugin names are lower-case. Please refer to the file names in the **plugins/** folder. For example, to preload **webchat.min.js**, specify **webchat**, the first part of the file name.

You may find other plugins or features of plugins that necessitate preloading.

Deploying Genesys Widgets (All-in-One)

Files Used

- **widgets/widgets.min.css**
- **widgets/widgets.min.js**

A good starting point is the following script:

```
<script src="widgets/widgets.config.js"></script>  
<script src="widgets/widgets.min.js"></script>  
<link id="genesys-widgets-styles" href="http://www.yourhost.com/path/to/widgets.min.css"  
type="text/css" rel="stylesheet"/>
```

First, you must define your configuration for Genesys Widgets. You can do this inline on the page by using a *script* tag, or you can store it in a separate file and load it in before **widgets.min.js**. In the script example above, we assume your configuration is stored in another file. You must create the **widgets.config.js** file for this script to function properly.

Important

Whichever method you choose, you must ensure your configuration is in the page before you load **widgets.min.js**. Otherwise, **widgets.min.js** cannot read the configuration.

Important

Refer to this article for help [configuring Genesys Widgets](#).

Alternative Deployment Script

To simplify the deployment process while using tools like Google Tag Manager, you can use below script to embed Widgets.

```
<script>
  var widgetBaseUrl = 'https://apps.mypurecloud.ie/widgets/9.0/',
      widgetScriptElement = document.createElement('script');

  widgetScriptElement.setAttribute('src', widgetBaseUrl + 'cxbus.min.js');

  widgetScriptElement.addEventListener('load', function () {

    CXBus.configure({debug: false, pluginsPath: widgetBaseUrl + 'plugins/'});
    CXBus.loadPlugin('widgets-core');
  });

  document.head.appendChild(widgetScriptElement);
</script>
```

Releases hosted on Content Delivery Network (CDN)

Warning

As announced in version [9.0.010.02](#), customers must migrate to new CDN URLs, as the legacy URLs at app.genesys.cloud are now disabled, and will not be kept up to date with any later versions.

Genesys Widgets are now available over CDN, providing optimized load times and instant access to new releases.

`https://apps.mypurecloud.com/widgets/<version>/<filename>`

Note that <version> and <filename> are placeholders.

<filename>

This value varies based on the deployment method you choose. Please refer to [deployment section](#) for more details.

Tip

In the case where a CDN URL that you are trying to access is **not found**, it means that either the release or the file you are looking for, is not yet available.

<version>

version can take one of the following 3 values.

- 9.0 - (Major) - A version that is company-wide or
- 9.0.xxx - (Major).(Minor) - Minor version is product specific and is tied to each Widget's iteration or
- 9.0.xxx.xx - (Major).(Minor).(Release candidate) - Specific release version

For all the available released versions, refer to the [Genesys Widgets Releases Notes](#).

Choose Region

Widgets is available in a number of regions worldwide as shown below. Choose the nearest or appropriate region URL based on where you are located.

Region	URL
North America (East)	https://apps.mypurecloud.com/widgets/{version}/{path/to/file}
North America (West)	https://apps.usw2.pure.cloud/widgets/{version}/{path/to/file}
North America (Canada)	https://apps.cac1.pure.cloud/widgets/{version}/{path/to/file}
Australia or New Zealand	https://apps.mypurecloud.com.au/widgets/{version}/{path/to/file}
EU (Ireland)	https://apps.mypurecloud.ie/widgets/{version}/{path/to/file}
EU (Frankfurt)	https://apps.mypurecloud.de/widgets/{version}/{path/to/file}
UK (London)	https://apps.euw2.pure.cloud/widgets/{version}/{path/to/file}
Japan	https://apps.mypurecloud.jp/widgets/{version}/{path/to/file}
Mumbai	https://apps.aps1.pure.cloud/widgets/{version}/{path/to/file}
Seoul	https://apps.apne2.pure.cloud/widgets/{version}/{path/to/file}

Using Genesys Widgets CDN with versions

Starting in the 9.0.006.02 release, all the released versions are accessible from the Genesys CDN URL. The sections below explain how to access the latest available released version or a specific released version using Genesys CDN.

To get the latest released version under the 9.0 family:

<https://apps.mypurecloud.com/widgets/9.0/widgets.min.js>

To get the last available released version under a specific (Major).(Minor) version (this also includes any hot fixes for that release):

<https://apps.mypurecloud.com/widgets/9.0.xxx/widgets.min.js>

Example: <https://apps.mypurecloud.com/widgets/9.0.006/widgets.min.js>

To get a specific release/hot-fix version:

<https://apps.mypurecloud.com/widgets/9.0.xxx.xx/widgets.min.js>

Example: <https://apps.mypurecloud.com/widgets/9.0.006.02/widgets.min.js>

Important

Note that all older versions of Genesys Widgets may not be available in the CDN. All the released versions are available only starting with the 9.0.006.02 version.

Versioning examples with scenarios

When a new release version comes out, it is available under all the 3 different CDN URLs below. In this example, if 9.0.006.01 is the first ever release announced, then it is available under the following CDN URLs.

- /9.0/
- /9.0.006/
- /9.0.006.01/

When 9.0.007.04 is released, it is available under /9.0/ but **not** under /9.0.006/ or /9.0.006.01/. Instead, /9.0.007/ and /9.0.007.04/ CDN URLs are created and this release is available under them:

- /9.0/
- /9.0.007/
- /9.0.007.04/

If a hot fix (such as 9.0.006.02) is released after 9.0.007.04 is released, then the hot fix is available under the following CDN URLs:

- /9.0.006/
- /9.0.006.02/

If a hot fix (such as 9.0.007.05) is released before announcing any new release, then it is available under the following CDN URLs:

- /9.0/
- /9.0.007/
- /9.0.007.05/

Deployment Methods

Lazy loading

Recommended approach: When using the lazy loading method, the base Genesys CDN URL must be prefixed in the **lazy loading deployment script**. The <filenames> value is not needed in this scenario because they are auto-loaded from the base CDN configured. Here is what the deployment script looks like when using 9.0.006.02 release:

```
<script src="https://apps.mypurecloud.com/widgets/9.0.006.02/cxbus.min.js"
onload="javascript:CXBus.configure({debug:true,pluginsPath:'https://apps.mypurecloud.com/
widgets/9.0.006.02/plugins/'});CXBus.loadFile('path/to/
widgets.config.js').done(function(){CXBus.loadPlugin('widgets-core')});"></script>
```

All-in-One

Legacy approach (deprecated): When using the all-in-one deployment method, the values are the files mentioned in the **All-In-One** section. For example, if you would like to use widgets.min.js and widgets.min.css under 9.0.006.02 release, CDN URLs will look like this:

```
https://apps.mypurecloud.com/widgets/9.0.006.02/widgets.min.js
https://apps.mypurecloud.com/widgets/9.0.006.02/widgets.min.css
```

Important

Lazy loading is the recommended method for Widgets. The **(All-In-One)** method is deprecated.

Checking Widgets Version

At any point of time after deploying Widgets, the version used can be easily determined using one of the below scripts.

```
CXBus.command("App.info");
```

Prints out the debug header with version info.

```
window._genesys.widgets.common.data("version");
```

Returns the version number directly, as a string.

Download a version

Important

As of release 9.0.017.01, Genesys Widgets is no longer available to download through the Genesys Downloads Center. Instead, it can be downloaded as a zip file from the Content Delivery Network (CDN).

You can download the latest released version under the 9.0 family here:

<https://apps.mypurecloud.com/widgets/9.0/dist.zip>.

To download a specific version, simply change the version in the above URL to the desired version. The version here takes the same pattern as described above in the **Versioning examples with scenarios** section.

Genesys Web Fonts

Google Fonts are now hosted in Genesys Infrastructure. Please Choose the nearest or appropriate region URL based on where you are located and configure it through the [googleFontUrl option](#).

Important

By default, Genesys web fonts are loaded from the North America (East) region.

Region	URL
North America (East)	https://apps.mypurecloud.com/webfonts/roboto.css
North America (West)	https://apps.usw2.pure.cloud/webfonts/roboto.css
North America (Canada)	https://apps.cac1.pure.cloud/webfonts/roboto.css

Region	URL
Australia or New Zealand	https://apps.mypurecloud.com.au/webfonts/roboto.css
EU (Ireland)	https://apps.mypurecloud.ie/webfonts/roboto.css
EU (Frankfurt)	https://apps.mypurecloud.de/webfonts/roboto.css
UK (London)	https://apps.euw2.pure.cloud/webfonts/roboto.css
Japan	https://apps.mypurecloud.jp/webfonts/roboto.css
Mumbai	https://apps.aps1.pure.cloud/webfonts/roboto.css
Seoul	https://apps.apne2.pure.cloud/webfonts/roboto.css