



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Widgets Reference

[ClickToCall](#)

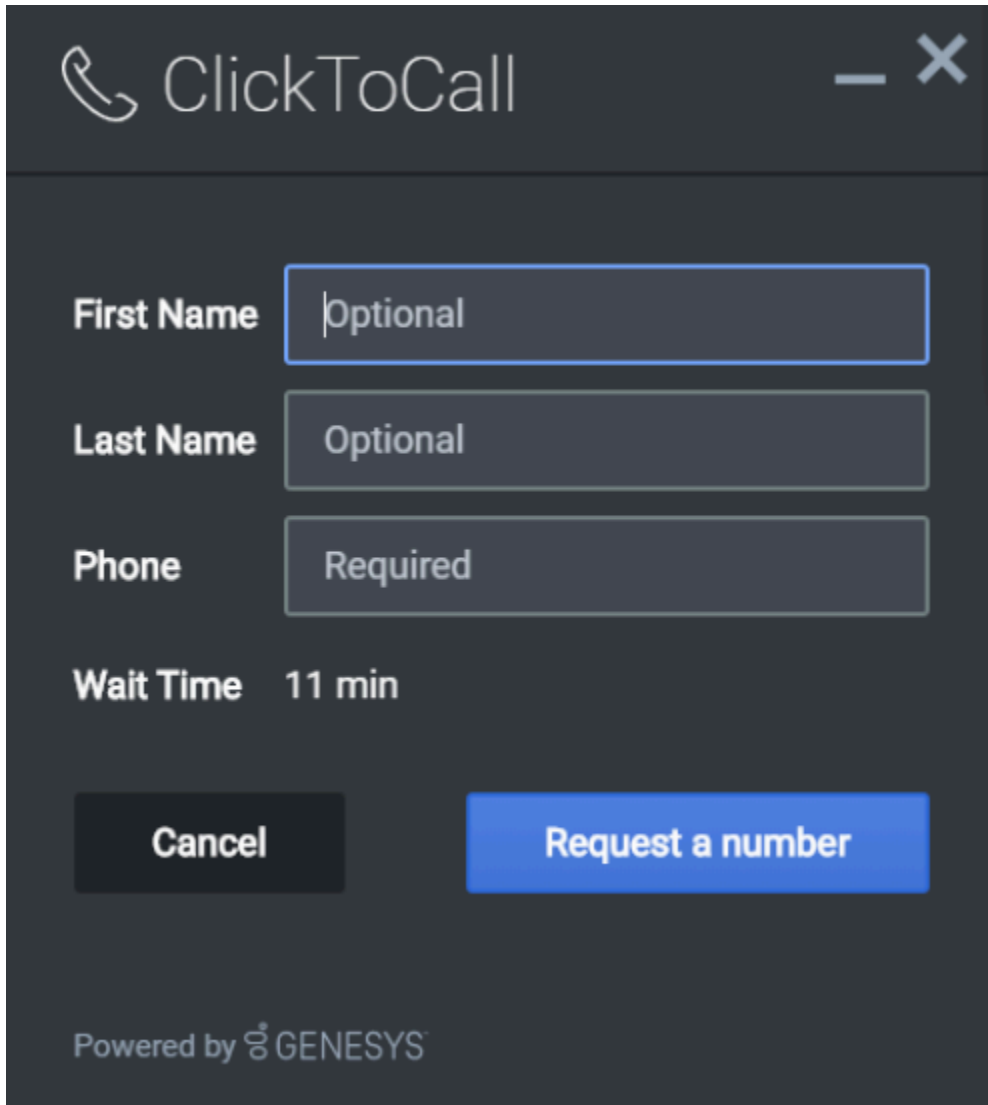
---

## Contents

- 1 ClickToCall
  - 1.1 Overview
  - 1.2 Usage
  - 1.3 Customization
  - 1.4 Namespace
  - 1.5 Mobile Support
  - 1.6 Screenshots

# ClickToCall

**Introduced:** 9.0.001.04

The image shows a dark-themed user interface for a 'ClickToCall' widget. At the top, there is a header bar with a telephone handset icon on the left, the text 'ClickToCall' in the center, and standard window control icons (minimize, maximize, close) on the right. Below the header, the form contains three input fields: 'First Name' with the placeholder text 'Optional', 'Last Name' with the placeholder text 'Optional', and 'Phone' with the placeholder text 'Required'. Below these fields, the text 'Wait Time 11 min' is displayed. At the bottom of the form, there are two buttons: a dark grey 'Cancel' button on the left and a blue 'Request a number' button on the right. At the very bottom of the widget, the text 'Powered by GENESYS' is visible, with a small logo to the left of the word 'GENESYS'.

- [Configuration](#)
- [Localization](#)
- [API Commands](#)
- [API Events](#)
- [API Metadata](#)
- [Customizable Registration Form](#)

## Overview

The ClickToCall Widget allows customers to request a phone number to dial-in to customer service, and supports initiating the call by a single click on the button.

## Usage

The ClickToCall widget can be launched manually by the following methods:

- Calling the **command** "ClickToCall.open".
- Configuring **Sidebar** to show ClickToCall in it.

## Customization

All text shown in the ClickToCall Widget is fully customizable and **localizable** by adding entries into your **configuration** and **localization** options.

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

## Namespace

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

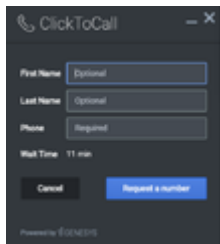
Type	Namespace
Configuration	clicktocall
i18n - Localization	clicktocall
CXBus - API Commands & API Events	ClickToCall
CSS	.cx-clicktocall

## Mobile Support

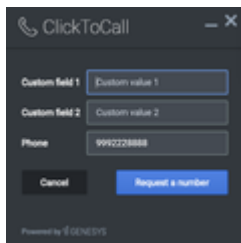
ClickToCall has full mobile support in both landscape and portrait modes, as well as being able to click the displayed phone number to dial it.

## Screenshots

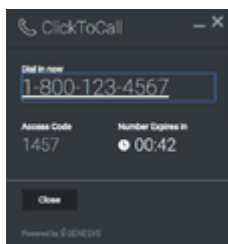
### "Dark" Theme



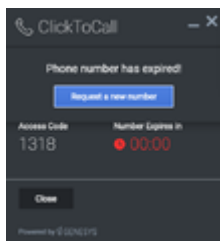
Desktop docked view showing the default form



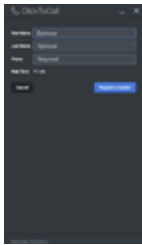
Desktop view showing the custom form with phone number pre-filled



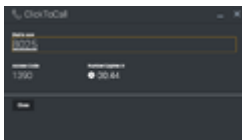
Desktop view showing the phone number, access code and expiration timer



Desktop view showing the phone number expiration message



Mobile portrait view showing the default form



Mobile landscape view showing the phone number, access code and expiration timer

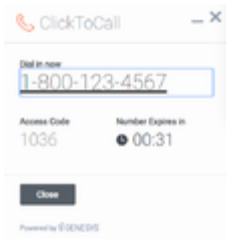
## "Light" Theme



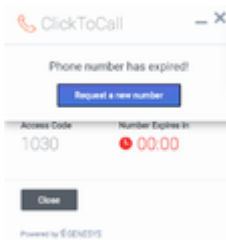
Desktop docked view showing the default form



Desktop view showing the custom form with phone number pre-filled



Desktop view showing the phone number, access code and expiration timer



Desktop view showing the phone number expiration message



Mobile portrait view showing the default form



Mobile landscape view showing the phone number, access code and expiration timer