Widgets Reference

ClickToCall
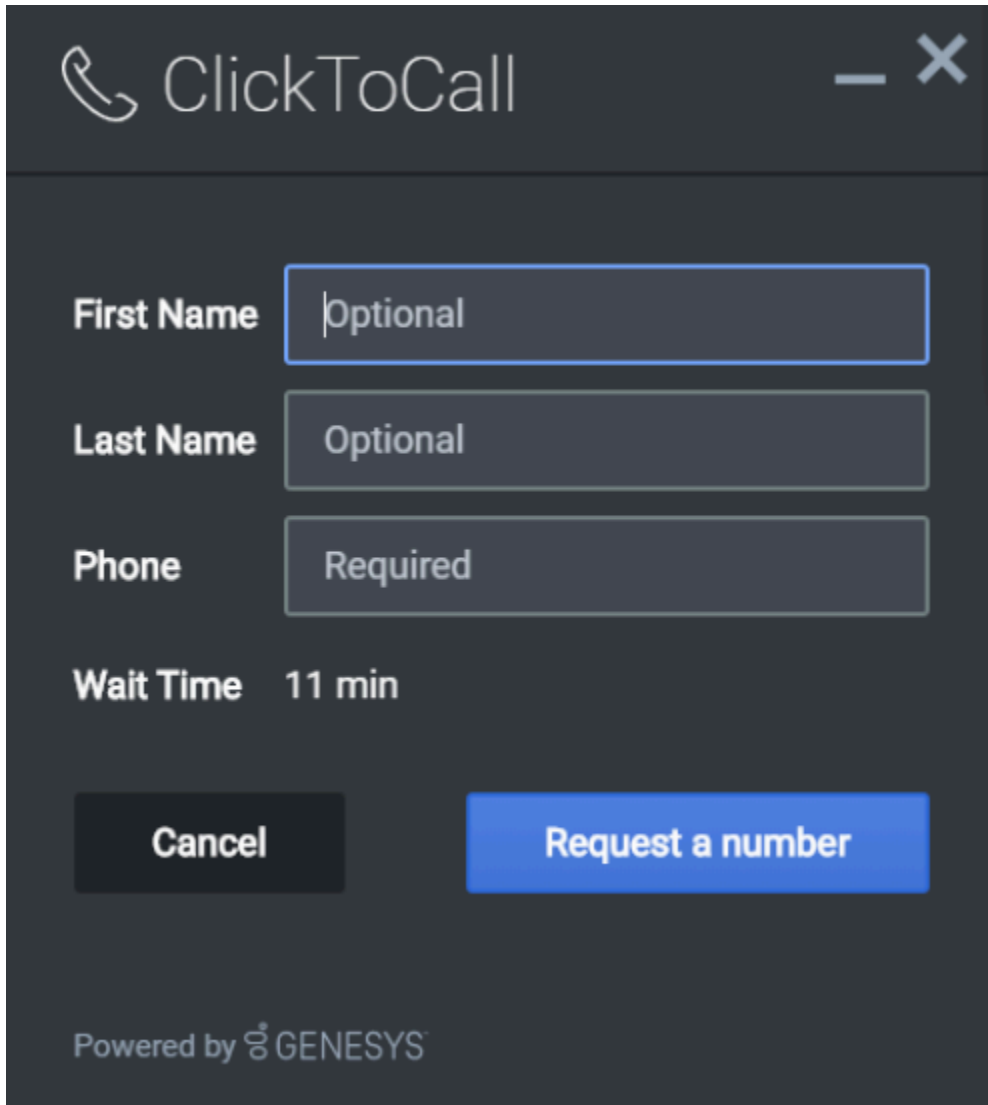
12/13/2025

Contents

ClickToCall

Introduced: 9.0.001.04

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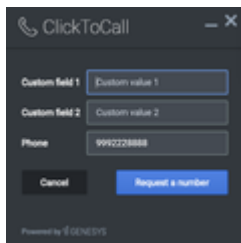
ClickToCall has full mobile support in both landscape and portrait modes, as well as being able to click the displayed phone number to dial it.
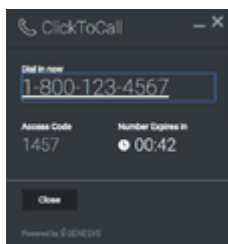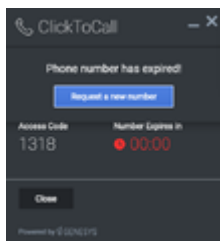
Screenshots

"Dark" Theme
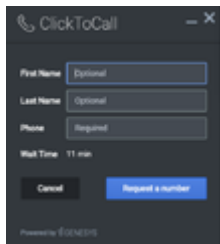
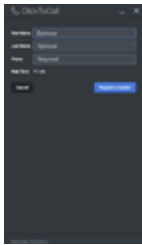Desktop docked view showing the default form

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
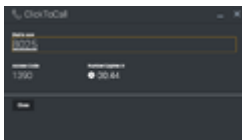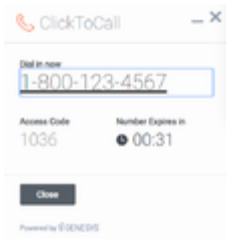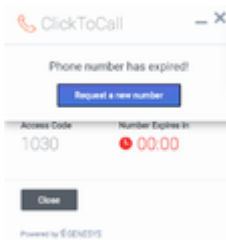custom form with phone
number pre-filled

- 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