Widgets Reference

ClickToCallService

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ClickToCallService

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Overview

ClickToCallService exposes a high-level API for utilizing Genesys callback services. You can use these services for requesting a customer service number and access code for your user to dial.

Usage

ClickToCallService and the matching ClickToCall widget work together right out of the box and they share the same configuration object. Using ClickToCall uses ClickToCallService .

You can also use ClickToCallService as a high-level API using bus commands and events to build your own ClickToCall widget or other UI features based on ClickToCallService events.

Namespace

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

Type	Namespace
Configuration	clicktocall
CXBus - API Commands & API Events	ClickToCallService

Customization

ClickToCallService has configuration options but no customization options. It is meant as a plug-n-play type of plugin and works as-is.