



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

Configuration

Contents

- 1 Configuration
 - 1.1 Description
 - 1.2 Example
 - 1.3 Options

Configuration

Description

Configuration for the Genesys Widgets GWE plugin are very basic, allowing you to set the secured or unsecured path to the GWE server. For a detailed list of configuration options for the GWE application, please visit the main documentation for GWE: [Genesys Web Engagement - Generating and Configuring the Instrumentation Script](#)

Example

```
window._genesys.widgets.gwe = {  
    httpEndpoint: 'http://www.website.com/gwe/',  
    httpsEndpoint: 'https://www.website.com/gwe/'  
};
```

Options

Name	Type	Description	Default	Required
httpEndpoint	string	URL/Path to the GWE server over standard HTTP	n/a	yes, if unsecured access available
httpsEndpoint	string	URL/Path to the GWE server over secure HTTPS	n/a	yes, if secured access available
smartInvites	boolean	When set to true, the smartInvites option will prevent proactive invites from appearing while the user is already using one of the widgets. This prevents redundancy and improves user experience. Disable to continue to show invites even if the user currently has a widget open.	true	No

Name	Type	Description	Default	Required
trackedEvents	object	An object list of Widgets events for GWE to track and send to the server. The object configured here will be blended with the default list of tracked events inside of the GWE plugin. You can disable the default events by specifying each one with a false value. You can add new events as well. for example <code>{'WebChat.opened': true}</code>	<pre>{ 'WebChatService.error': true, 'WebChatService.clientConnected': true, 'WebChatService.agentConnected': true, 'WebChatService.started': true, 'WebChatService.ended': true, 'WebChatService.disconnected': true, 'WebChat.opened': true, 'WebChat.closed': true, 'SendMessageService.error': true, 'SendMessage.opened': true, 'SendMessage.closed': true, 'CoBrowse.started': true, 'CoBrowse.stopped': true, 'CallbackService.scheduled': true, 'CallbackService.scheduleError': true, 'CallbackService.availabilityError': true, 'Callback.opened': true, 'Callback.closed': true, 'CallUs.opened': true, 'CallUs.closed': true, 'ChannelSelector.opened': true, 'ChannelSelector.closed': true }</pre>	No
smartInvite	boolean	If set to true you will be able to see proactive invites even when webchat, sendmessage, callback, or callus is open.	false	No