

GENESYS

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Widgets Reference

API Events

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Once you've registered your own plugin on the bus, you can subscribe and listen for published events. Below we'll quickly register a new plugin on the bus using the global bus object.

Important

The global bus object is a debug tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see Widgets Extensions for more information about extending Genesys Widgets.

var oMyPlugin = window._genesys.widgets.bus.registerPlugin('MyPlugin');
oMyPlugin.subscribe('Callback.ready', function(e){});

Name	Description	Data	Introduced / Updated
opened	The Callback widget has appeared on screen.	metadata	
ready	The Callback widget is initialized and ready to accept commands.	n/a	
started	When the user has started filling out the Callback widget form or auto pre-filled it.	metadata	
submitted	When the user has submitted the form.	metadata	9.0.002.06
completed	When the Callback widget form is submitted successfully.	metadata	
cancelled	When the user has abandoned the interaction by closing the Callback widget before scheduling a callback.	metadata	
closed	The Callback widget has been removed from the screen.	metadata	

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