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Widgets Reference

Configuration

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Configuration

Description

cx-chat-deflection uses '_genesys.widgets.knowledgecenter' configuration namespace and has connection and chat-deflection options.

Example

```
window._genesys.widgets.knowledgecenter = {  
  deflection:{  
    enabled:true,  
    agentTranscript:'readable'  
  }  
}
```

Options

Name	Type	Description	Default	Required
enabled	boolean	Enables/disables chat deflection functionality. Can be changed programmatically using enable/disable commands of the widget.	true	
agentTranscript	string	Defines how the Knowledge Center responses will be stored in chat transcript. Valid values: none, readable (default)	readable	
workspace.enabled	boolean	Enables/disables context data of chat deflection to be attached to the chat interaction user data. This data is consumed by Workspace to show agent information about	true	

Name	Type	Description	Default	Required
		knowledge session Note: available since 8.5.004.19		
workspace.sessionKeystring		User data key that will contain knowledge session id associated with the deflection session. Valid values: valid user data key name Note: available since 8.5.004.19	gks_session	
workspace.languageKeystring		User data key that will contain language id associated with the deflection session. Valid values: valid user data key name Note: available since 8.5.004.19	gks_lang	
workspace.questionKeystring		User data key that will contain last searched question. Valid values: valid user data key name Note: available since 8.5.004.19	gks_question	
reporting.enabled	boolean	Enables/disables chat deflection progress status to be attached to the chat interaction user data. This data can be used in reporting to analyze deflection sessions and their outcomes Note: available since 8.5.004.19	true	