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# Widgets Reference

API Commands

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## Contents

- 1 API Commands
  - 1.1 invite
  - 1.2 offer

# API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. 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.command('Engage.invite');
```

## invite

Opens the Engage Widget and renders the text based on the options provided. If no options are provided, it will not open.

## Example

```
oMyPlugin.command('Engage.invite', {  
  'type': 'toast',  
  'timeout': 3000,  
  'title': 'Engage Title',  
  'ariaTitle': 'Engage Invite',  
  'body': 'Engage invite body content',  
  'accept': 'Yes',  
  'decline': 'No, thanks',  
  'ariaAccept': 'Yes',  
  'ariaDecline': 'No, thanks',  
  'ariaClose': 'Close',  
  'command': 'WebChat.open',  
  'options': {'proactive': true, 'userData': {'category': 'shoes'}}  
});  
  
oMyPlugin.command('Engage.invite', {  
  'type': 'toast',  
  'timeout': 3000,  
  'force': true,  
  'title': 'Engage Title',  
  'ariaTitle': 'Engage Invite',  
  'body': 'Engage invite body content',  
});
```

```
'accept':'Yes',
'decline':'No, thanks',
'ariaAccept':'Yes',
'ariaDecline':'No, thanks',
'ariaClose':'Close'
}).done(function(response){

    // Act upon the received response code

    switch(response){
    case 'accepted':oMyPlugin.command('WebChat.open');
                    break;
    case 'declined': break;
    case 'closed': break;
    case 'timeout': break;
    }
});
```

## Options

| Option      | Type   | Description                                   | Accepted Values | Default | Introduced / Updated |
|-------------|--------|-----------------------------------------------|-----------------|---------|----------------------|
| type        | string | Widget display type.                          | toast           |         |                      |
| timeout     | number | Timeout integer in milliseconds.              | n/a             |         |                      |
| title       | string | String for widget title.                      | n/a             |         |                      |
| ariaTitle   | string | Aria label text for the Engage invite window. | n/a             |         | 9.0.015.04           |
| body        | string | String for offer body text.                   | n/a             |         |                      |
| accept      | string | String for Accept button text.                | n/a             |         |                      |
| ariaAccept  | string | Aria label text for the Accept button.        | n/a             |         | 9.0.016.10           |
| decline     | string | String for Decline button text.               | n/a             |         |                      |
| ariaDecline | string | Aria label text for the Decline button.       | n/a             |         | 9.0.016.10           |
| ariaClose   | string | Aria label text for the Engage Close button.  | n/a             |         | 9.0.016.10           |

| Option   | Type    | Description                                                                             | Accepted Values | Default | Introduced / Updated |
|----------|---------|-----------------------------------------------------------------------------------------|-----------------|---------|----------------------|
| command  | string  | Command to execute.                                                                     | n/a             |         |                      |
| options  | object  | Options related to the command provided.                                                | n/a             |         |                      |
| priority | number  | Replace the active lower priority Engage invite with the higher priority Engage invite. | n/a             | 0       | 9.0.015.11           |
| force    | boolean | Replace the active Engage invite with the new Engage invite irrespective of priorities. | n/a             | false   | 9.0.015.11           |

## Resolutions

| Status   | When                                             | Returns  |
|----------|--------------------------------------------------|----------|
| resolved | When engage invite is accepted by user.          | accepted |
| resolved | When engage invite is declined by user.          | declined |
| resolved | When engage invite widget is closed by user.     | closed   |
| resolved | When engage invite widget closes due to timeout. | timeout  |

## offer

Opens an Offer Widget using the data sent through the command options provided below. It can include both rendering options and the actual data that needs to be displayed in the Offer Widget. If no options are provided, it will not open.

## Example

```
oMyPlugin.command('Engage.offer', {
```

```

mode: 'overlay',
modal: true,
layout: 'leftText',
priority: 1,
title: 'GRAB WHAT YOU NEED!!',
ariaTitle: 'Offers',
headline: 'We Got All!',
description: 'Get free NextDay delivery on orders of $35 or more. Start shopping now!',

cta: {
  text: 'Join',
  url: 'https://www.genesys.com',
  target: '_blank'
},

image: {
  src: 'https://picsum.photos/id/237/300/300',
  alt: 'Alternate Text for Image'
},

styles: {
  closeButton: {
    'color': 'red'
  }
},
ariaCTA: 'Join',
ariaClose: 'Close Offer'
});

```

## Options

| Option | Type    | Description                                                                                                                                                                               | Accepted Values                        | Default  | Introduced / Updated |
|--------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------|----------------------|
| mode   | string  | Display type of Offer Widget.                                                                                                                                                             | overlay, toaster                       | toaster  | 9.0.015.04           |
| modal  | boolean | Applicable only when mode is 'overlay'. A smokescreen will be shown in the background of overlay modal window. This window can be dismissed by clicking anywhere in the smokescreen area. | n/a                                    | false    | 9.0.015.04           |
| layout | string  | Additional layout options supported for all modes.                                                                                                                                        | minimal, leftText, rightText, topText, | leftText | 9.0.015.04           |

| Option             | Type   | Description                                                                                                                                                                                       | Accepted Values                         | Default | Introduced / Updated |
|--------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------|----------------------|
|                    |        |                                                                                                                                                                                                   | bottomText                              |         |                      |
| headline           | string | Offer title header text.                                                                                                                                                                          | n/a                                     | n/a     | 9.0.015.04           |
| ariaTitle          | string | Aria label text for the Offer window.                                                                                                                                                             | n/a                                     | n/a     | 9.0.015.04           |
| description        | string | Offer body description text.                                                                                                                                                                      | n/a                                     | n/a     | 9.0.015.04           |
| cta                | object | An object containing html attributes and/or CXBus command for the CTA (call to action) button.                                                                                                    | n/a                                     | n/a     | 9.0.015.04           |
| cta.text           | string | CTA button text.                                                                                                                                                                                  | n/a                                     | n/a     | 9.0.015.04           |
| cta.url            | string | URL string for the CTA button.<br><br>Note: The URL must be properly defined with the complete Protocol URL Address. For example, <a href="https://www.genesys.com">https://www.genesys.com</a> . | _blank, _parent, _self, _top, framename | n/a     | 9.0.015.04           |
| cta.target         | string | To specify where the URL should be opened.                                                                                                                                                        | n/a                                     | n/a     | 9.0.015.04           |
| cta.command        | string | A CXBus command to execute.                                                                                                                                                                       | n/a                                     | n/a     | 9.0.015.04           |
| cta.commandOptions | string | Options related to CXBUS command.                                                                                                                                                                 | n/a                                     | n/a     | 9.0.015.04           |
| image              | object | An object containing image tag attributes.                                                                                                                                                        | n/a                                     | n/a     | 9.0.015.04           |
| image.src          | string | URL of the image.                                                                                                                                                                                 | n/a                                     | n/a     | 9.0.015.04           |
| image.alt          | string | Alternate text for the image.                                                                                                                                                                     | n/a                                     | n/a     | 9.0.015.04           |

| Option       | Type   | Description                                                                                                                                                                                                                                            | Accepted Values | Default | Introduced / Updated |
|--------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|----------------------|
| image.title  | string | To indicate the screen reader user whether the image opens the URL in a new window.                                                                                                                                                                    | n/a             | n/a     | 9.0.016.10           |
| insertAfter  | string | Applicable only in mobile mode. An id or class name of an html selector from the host page. The Offer will be inserted after this element. The value mentioned here should be preceded with the standard Class ('.') and ID selector ('#') character.  | n/a             | n/a     | 9.0.015.04           |
| insertBefore | string | Applicable only in mobile mode. An id or class name of an html selector from the host page. The Offer will be inserted before this element. The value mentioned here should be preceded with the standard Class ('.') and ID selector ('#') character. | n/a             | n/a     | 9.0.015.04           |
| insertInto   | string | Applicable only in mobile mode. An id or class name of an html selector from the host page. The Offer will                                                                                                                                             | n/a             | n/a     | 9.0.015.04           |



| Option                     | Type   | Description                                                                                                                                 | Accepted Values | Default | Introduced / Updated |
|----------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------|----------------------|
|                            |        | be appended inside this element. The value mentioned here should be preceded with the standard Class ('.') and ID selector ('#') character. |                 |         |                      |
| styles                     | object | An Object containing styles for the Offer content.                                                                                          | n/a             | n/a     | 9.0.015.04           |
| styles.closeButton         | object | An Object containing styles for the close button.                                                                                           | n/a             | n/a     | 9.0.015.04           |
| styles.closeButton.color   | string | Color of the close button.                                                                                                                  | n/a             | n/a     | 9.0.015.04           |
| styles.closeButton.opacity | number | CSS 'opacity' property for the close button.                                                                                                | n/a             | n/a     | 9.0.015.04           |
| styles.overlay             | object | An Object containing styles for the overlay container.                                                                                      | n/a             | n/a     | 9.0.015.04           |
| styles.overlay.top         | string | CSS 'top' property for the overlay container.                                                                                               | n/a             | n/a     | 9.0.015.04           |
| styles.overlay.right       | string | CSS 'right' property for the overlay container.                                                                                             | n/a             | n/a     | 9.0.015.04           |
| styles.overlay.bottom      | string | CSS 'bottom' property for the overlay container.                                                                                            | n/a             | n/a     | 9.0.015.04           |
| styles.overlay.left        | string | CSS 'left' property for the overlay container.<br><br>Note: When all the position                                                           | n/a             | n/a     | 9.0.015.04           |

| Option                       | Type    | Description                                                                       | Accepted Values | Default | Introduced / Updated |
|------------------------------|---------|-----------------------------------------------------------------------------------|-----------------|---------|----------------------|
|                              |         | values are provided, the order of precedence will be Top, Right, Bottom and Left. |                 |         |                      |
| styles.overlay.center        | boolean | Aligns overlay container to the center of the screen.                             | n/a             | true    | 9.0.015.04           |
| styles.offer                 | object  | An Object containing styles for the Offer window.                                 | n/a             | n/a     | 9.0.015.04           |
| styles.offer.backgroundColor | string  | Background color of the Offer.                                                    | n/a             | n/a     | 9.0.015.04           |
| styles.offer.color           | string  | Text color of the Offer.                                                          | n/a             | n/a     | 9.0.015.04           |
| styles.offer.padding         | string  | Padding for the Offer container.                                                  | n/a             | 0       | 9.0.015.04           |
| styles.title                 | object  | An Object containing styles for the title.                                        | n/a             | n/a     | 9.0.015.04           |
| styles.title.font            | string  | CSS 'font' property for the title.                                                | n/a             | n/a     | 9.0.015.04           |
| styles.title.textAlign       | string  | CSS 'text-align' property for the title.                                          | n/a             | n/a     | 9.0.015.04           |
| styles.headline              | object  | An Object containing styles for the header text.                                  | n/a             | n/a     | 9.0.015.04           |
| styles.headline.font         | string  | CSS 'font' property for the header text.                                          | n/a             | n/a     | 9.0.015.04           |
| styles.headline.textAlign    | string  | CSS 'text-align' property for the header text.                                    | n/a             | n/a     | 9.0.015.04           |
| styles.description           | object  | An Object containing styles for the                                               | n/a             | n/a     | 9.0.015.04           |

| Option                       | Type   | Description                                                                | Accepted Values | Default | Introduced / Updated |
|------------------------------|--------|----------------------------------------------------------------------------|-----------------|---------|----------------------|
|                              |        | Offer description text.                                                    |                 |         |                      |
| styles.description.font      | string | CSS 'font' property for the description text.                              | n/a             | n/a     | 9.0.015.04           |
| styles.description.textAlign | string | CSS 'text-align' property for the description text.                        | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton             | object | An Object containing styles for call to action button in the Offer window. | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton.font        | string | CSS 'font' property for the text in call to action button.                 | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton.textAlign   | string | CSS 'text-align' property for the text in call to action button.           | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton.background  | string | CSS 'background' property for the call to action button.                   | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton.color       | string | CSS 'color' property for the text in call to action button.                | n/a             | n/a     | 9.0.015.04           |
| styles.ctaButton.fontSize    | string | CSS 'font-size' property for the text in call to action button.            | n/a             | n/a     | 9.0.015.04           |
| ariaCTA                      | string | Aria label text for the Offer CTA button.                                  | n/a             | n/a     | 9.0.016.10           |
| ariaClose                    | string | Aria label text for the Offer Close button.                                | n/a             | n/a     | 9.0.016.10           |
| priority                     | number | Replace the                                                                | n/a             | 0       | 9.0.015.11           |

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| Option | Type    | Description                                                                           | Accepted Values | Default | Introduced / Updated |
|--------|---------|---------------------------------------------------------------------------------------|-----------------|---------|----------------------|
|        |         | active lower priority Engage Offer with the higher priority Engage Offer.             |                 |         |                      |
| force  | boolean | Replace the active Engage Offer with the new Engage Offer irrespective of priorities. | n/a             | false   | 9.0.015.11           |