



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

API Commands

Contents

- 1 API Commands
 - 1.1 configure
 - 1.2 open
 - 1.3 openDocument
 - 1.4 close
 - 1.5 showSearchButton
 - 1.6 hideSearchButton

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('Search.open');
```

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget's configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

Example

```
oMyPlugin.command('Search.configure', {  
    enabled: false,  
    hideDuringInvite: false,  
    template: '<span>Template</span>',  
    effect: 'fade',  
    effectDuration: 1000,  
    openDelay: 1000  
}).done(function(e){  
    // Search configured successfully  
}).fail(function(e){  
    // Invalid configuration  
});
```

Options

Option	Type	Description
enabled	boolean	Enable/disable Search button on screen.
hideDuringInvite	boolean	When auto-invite feature is activated, hide the Search button. When invite is dismissed, reveal the Search button again.
template	string	Custom HTML string template for Search button.
effect	string	Type of animation effect.
effectDuration	string	Type of animation effect when revealing Search button ('slide' or 'fade').
openDelay	number	Number of milliseconds before displaying Search button on screen.

Resolutions

Status	When	Returns
resolved	When configuration options are provided and set	n/a
rejected	When no configuration options are provided	'Invalid configuration'

open

Opens the Search Widget

Example

```
oMyPlugin.command('Search.open').done(function(e){  
    // Search opened successfully  
}).fail(function(e){  
    // Search failed to open  
});
```

Options

Option	Type	Description
query	string	Initial question searched when window is opened.
knowledgebases	object	Array of knowledge base IDs for all further requests. Overwrites knowledgeCenterServer widget settings.
lang	string	Default language for all further requests. Overwrites knowledgeCenterServer widget settings.
media	string	Allows you to search content for media. Overwrites knowledgeCenterServer widget settings.
categories	object	Array of Category IDs for additional filter.
maxSearchResults	number	Maximum number of most relevant search results shown.
windowTitle	string	Overwrites default window title Ask a question.
hideSearchBar	boolean	Allows you to hide search input with the search button.

Resolutions

Status	When	Returns
resolved	When Search is successfully opened	n/a
rejected	When Search is already open	'already opened'

openDocument

Opens the Search Widget with the specified document shown.

Example

```
oMyPlugin.command('Search.openDocument').done(function(e){  
    // Document opened successfully
```

```
}).fail(function(e){  
    // Failed to open document  
});
```

Options

Option	Type	Description
documentId	string	Document ID.
knowledgeBaseId	string	Knowledge base ID of the document.
langId	string	Language ID of the document.
windowTitle	string	Overwrites default window title Ask a question

Resolutions

Status	When	Returns
resolved	When document is successfully opened	n/a
rejected	When missing mandatory arguments	'All mandatory arguments must be provided'

close

Closes the Search Widget

Example

```
oMyPlugin.command('Search.close').done(function(e){  
    // Search closed successfully  
}).fail(function(e){  
    // Search failed to close  
});
```

Resolutions

Status	When	Returns
resolved	When Search is successfully closed	n/a
rejected	When Search is already closed	'already closed'

showSearchButton

Makes the standalone search button visible on the screen using either the default template and CSS or customer-defined ones.

Example

```
oMyPlugin.command('Search.showSearchButton', {
    openDelay: 1000,
    duration: 1500
}).done(function(e){
    // Search shows search button successfully
}).fail(function(e){
    // Search button is already visible or search button is disabled in configuration
});
```

Options

Option	Type	Description
openDelay	number	Duration in milliseconds to delay showing the search button on the page.
duration	number	Duration in milliseconds for the show and hide animation.

Resolutions

Status	When	Returns
resolved	When the search button is enabled in the configuration and	n/a

Status	When	Returns
	currently not visible.	
rejected	When the search button is either not enabled in the configuration, or it's already visible	'Search button is not enabled in the configuration, or already visible. Ignoring command.'

hideSearchButton

Hides the standalone search button.

Example

```
oMyPlugin.command('Search.hideSearchButton', {duration: 1500}).done(function(e){  
    // Search hid search button successfully  
}).fail(function(e){  
    // Search button is already hidden  
});
```

Options

Option	Type	Description
duration	number	Duration in milliseconds for the show and hide animation.

Resolutions

Status	When	Returns
resolved	When the search button is currently visible	n/a
rejected	When the search button is already hidden	'Search button is already hidden. Ignoring command.'