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Widgets Reference

API Commands

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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('SendMessage.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('SendMessageService.configure', {  
    apiKey: '123456',  
    dataURL: 'http://localhost:8080/foo/mygms',  
    ajaxTimeout: 10000,  
    userData: {}  
}).done(function(e){  
    // SendMessageService configured successfully  
}).fail(function(e){  
    // SendMessageService failed to configure properly  
});
```

Options

Option	Type	Description
apikey	string	Apigee Proxy secure token
dataURL	URL String	URL of GMS server
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout
userData	object	Arbitrary attached data to include with the message.

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 send message widget UI.

Example

```
oMyPlugin.command('SendMessage.open', {
  text: 'To whom it may concern.....',
  userData: {},
  form: {
    autoSubmit: false,
    firstname: 'John',
    lastname: 'Smith',
    email: 'John@mail.com',
    subject: 'Customer Satisfaction',
    messagebody: 'I am truly satisfied!'
  }
}).done(function(e){
  // SendMessage opens successfully
}).fail(function(e){
  // SendMessage isn't open or no active chat session
});
```

Options

Option	Type	Description
userData	object	Object containing arbitrary data that gets sent to the server. Overrides userData set in the sendmessage configuration object.
form	object	Object containing form data to prefill in the send message form and optionally auto-submit the form.
form.autoSubmit	boolean	Automatically submit the form and send an email with prefilled content.
form.validation	boolean	Enables/Disables validating the form data while submitting. By default, its enabled.
form.firstname	string	Value for the first name entry field.
form.lastname	string	Value for the last name entry field.
form.email	string	Value for the email entry field.
form.subject	string	Value for the subject entry field.
text	string	value for the email body text content entry field

Resolutions

Status	When	Returns
resolved	When Send Message is successfully opened	n/a
rejected	When Send Message is already open	'Already opened'

close

Closes the Send Message UI.

Example

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

Resolutions

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

minimize

Minimize or Unminimize Send Message UI.

Example

```
oMyPlugin.command('SendMessage.minimize').done(function(e){
    // SendMessage minimized successfully
}).fail(function(e){
    // SendMessage ignores command
});
```

Resolutions

Status	When	Returns
resolved	Always	n/a
rejected	Never	n/a

showSendMessageButton

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

Example

```
oMyPlugin.command('SendMessage.showSendMessageButton', {  
    openDelay: 1000,  
    duration: 1500  
}).done(function(e){  
    // SendMessage shows send message button successfully  
}).fail(function(e){  
    // SendMessage button is already visible, or it is disabled in configuration  
});
```

Options

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

Resolutions

Status	When	Returns
resolved	When the Send Message button is enabled in the configuration and is currently not visible.	n/a
rejected	When the Send Message button is either not enabled in the configuration, or it's already visible.	'Send Message button is not enabled in the configuration, or already visible. Ignoring command.'

hideSendMessageButton

Hides the standalone Send Message button.

Example

```
oMyPlugin.command('SendMessage.hideSendMessageButton', {
    duration: 1000
}).done(function(e){
    // SendMessage shows send message button successfully
}).fail(function(e){
    // SendMessage button is already visible, or it is disabled in configuration
});
```

Options

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

Resolutions

Status	When	Returns
resolved	When the send message button is currently visible	n/a
rejected	When the send message button is already hidden	'Send Message button is already hidden. Ignoring command.'

submit

The user entered form data and attached files are submitted

Example

```
oMyPlugin.command('SendMessage.submit').done(function(e){
```

```
        // SendMessage submitted form successfully
    }).fail(function(e){
        // SendMessage failed to submit form
    });
```

Resolutions

Status	When	Returns
resolved	When Send Message form is submitted successfully	n/a
rejected	When form submit fails	'No form data found'