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Widgets Reference

Configuration

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Configuration

Description

SendMessage and SendMessageService share the configuration namespace '_genesys.widgets.sendmessage'. SendMessage has UI options while SendMessageService has connection options.

Example

```
window._genesys.widgets.sendmessage = {  
  apikey: 'n3eNkXXXXXXXXXXXX',  
  dataURL: 'http://host:port/genesys/2/email',  
  
  SendMessageButton: {  
    enabled: true,  
    template: <div class='cx-icon' data-icon='email'></div>,  
    effect: 'fade',  
    openDelay: 1000,  
    effectDuration: 300  
  }  
};
```

Options

Name	Type	Description	Default	Required	Introduced / Updated
formValidation	boolean	Enable/Disable browser form validations. Note: This option is not applicable when custom forms are used.	true	n/a	
uploadsEnabled	boolean	Show/Hide the Attach Files link in the UI, will	true	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		be shown if the value is set to true. This enables or disables the file upload feature.			
SendMessageButton.enabled	boolean	Enable/Disable Send Message button on screen. Note: In case of running Widgets in lazy load mode, this option requires SendMessage plugin to be pre-loaded.	false	n/a	
SendMessageButton.template	string	Custom HTML string template for Send Message button	<pre><div class='cx- widget cx- send-message- button cx- side-button' data- message='SendMessageButton' data-gcb- service- node='true'></div></pre>	n/a	
SendMessageButton.effect	string	Type of animation effect when revealing Send Message button ('slide' or 'fade').	fade	n/a	
SendMessageButton.openDelay	number	Number of	1000	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		milliseconds before displaying send message button on screen.			
SendMessageButtonEffectDuration	effectDuration	Length of animation effect in milliseconds.	300	n/a	
form	object	An object containing a custom registration form definition. The definition placed here becomes the default registration form layout for SendMessage. See Customizable SendMessage Registration Form	A basic registration form is defined internally by default	n/a	9.0.014.01