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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('WebChat.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.

open

Opens the WebChat UI.

Example

```
oMyPlugin.command('WebChat.open', {  
  userData: {},  
  form: {  
    autoSubmit: false,  
    firstname: 'John',  
    lastname: 'Smith',  
    email: 'John@mail.com',  
    subject: 'Customer Satisfaction'  
  },  
  formJSON: {...},  
  markdown: false  
});
```

```
}).done(function(e){  
    // WebChat opened successfully  
}).fail(function(e){  
    // WebChat isn't open or no active chat session  
});
```

Options

Option	Type	Description	Introduced / Updated
form	object	Object containing form data to prefill in the chat entry form and optionally auto-submit the form.	
form.autoSubmit	boolean	Automatically submit the form. Useful for bypassing the entry form step.	
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.	
formJSON	object	An object containing a custom registration form definition. See Customizable Chat Registration Form .	
userData	object	Object containing arbitrary data that gets sent to the server. Overrides userData set in the webchat configuration object.	
async	boolean	Starts a new chat either in asynchronous or normal mode based on the boolean value. Note that unless async static configuration is defined, a chat in normal mode will start automatically.	9.0.002.06
markdown	boolean	The markdown feature	9.0.014.02

Option	Type	Description	Introduced / Updated
		for chat messages.	
id	string	A Unique identifier of a chat session that helps to identify the instance of that session and its associated events. A random value is automatically generated and assigned when no value is passed explicitly.	9.0.014.09

Resolutions

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

close

Closes the WebChat UI.

Example

```
oMyPlugin.command('WebChat.close').done(function(e){  
    // WebChat closed successfully  
}).fail(function(e){  
    // WebChat is already closed or no active chat session  
});
```

Resolutions

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

minimize

Minimize or unminimize WebChat UI.

Example

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

Options

Option	Type	Description
minimized	boolean	Rather than toggling the current minimized state you can specify the minified state directly: true = minimized, false = unminimized.

Resolutions

Status	When	Returns
resolved	Always	n/a
rejected	Never	'Invalid configuration'

endChat

Starts the 'end chat' procedure. User may be prompted to confirm.

Example

```
oMyPlugin.command('WebChat.endChat').done(function(e){  
    // WebChat ended a chat successfully  
}).fail(function(e){
```

```
}); // WebChat has no active chat session
```

Resolutions

Status	When	Returns
resolved	When there is an active chat session to end	n/a
rejected	When there is no active chat session to end	'there is no active chat session to end'

invite

Show an invitation to chat using the Toaster popup element. Text shown in invitation can be edited in the localization file.

Example

```
oMyPlugin.command('WebChat.invite').done(function(e){
    // WebChat invited successfully
}).fail(function(e){
    // WebChat is already open and will be ignored
});
```

Resolutions

Status	When	Returns
resolved	When WebChat is closed and the toast element is created successfully	n/a
rejected	When WebChat is already open (prevents inviting a user that is already in a chat)	'Chat is already open. Ignoring invite command.'

reInvite

When an active chat session is unable to restore, this invitation will offer the user to start a new chat. Text shown in invitation can be edited in the localization file.

Example

```
oMyPlugin.command('WebChat.reInvite').done(function(e){  
    // WebChat reinvited successfully  
}).fail(function(e){  
    // WebChat is already open and will be ignored  
});
```

Resolutions

Status	When	Returns
resolved	When WebChat is closed, the config item 'webchat.inviteOnRestoreTimeout' is set, and the toast element is created successfully.	n/a
rejected	When WebChat is already open. Prevents inviting a user that is already in a chat.	'Chat is already open. Ignoring invite command.'

injectMessage

Inject a custom message into the chat transcript. Useful for extending WebChat functionality with other Genesys products.

Example

```
oMyPlugin.command('WebChat.injectMessage', {  
    type: 'text',  
    name: 'person',  
    text: 'hello',  
    custom: false,  
    bubble:{  
        fill: '#00FF00',  
        radius: '4px',  
        time: false,  
        name: false,  
        direction: 'right',  
        avatar:{  
            custom: '<div>word</div>',  
            icon: 'email'
```



```
    }  
  }  
}).done(function(e){  
    // WebChat injected a message successfully  
    // e.data == The message HTML reference (jQuery wrapped set)  
}).fail(function(e){  
    // WebChat isn't open or no active chat  
});
```

Options

Option	Type	Description	Accepted Values
type	string	Switch the rendering type of the injected message between text and html.	text, html
name	string	Specify a name label for the message to identify what service or widget has injected the message.	n/a
text	string	The content of the message. Either plain text or HTML.	n/a
custom	boolean	If set to true, the default message template will not be used, allowing you to inject a highly customized HTML block unconstrained by the normal message template.	true, false
bubble.fill	string of valid CSS color value	The content of the message. Either plain text or HTML.	n/a
bubble.radius	string of valid CSS border radius vale	The border radius you'd like for the bubble.	n/a
bubble.time	boolean	If you'd like to show the timestamp for the bubble.	true, false
bubble.name	boolean	If you'd like to show the name for the bubble.	true, false
bubble.direction	string	Which direction you want the message bubble to come from.	left, right, none
bubble.avatar.custom	string or HTML	Change the content of	n/a

Option	Type	Description	Accepted Values
	reference	the html that would be the avatar for the chat bubble.	
bubble.avatar.icon	class name	Generated common library provided for icon name.	n/a

Resolutions

Status	When	Returns
resolved	When WebChat is open and there is an active chat session	An HTML reference (jQuery wrapped set) to the new injected message
rejected	When WebChat is not open and/or there was no active chat session	'No chat session to inject into'

showChatButton

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

Example

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

Options

Option	Type	Description
openDelay	number	Duration in milliseconds to delay

Option	Type	Description
		showing the chat button on the page.
duration	number	Duration in milliseconds for the show and hide animation.

Resolutions

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

hideChatButton

Hides the standalone chat button.

Example

```
oMyPlugin.command('WebChat.hideChatButton', {duration: 1500}).done(function(e){  
    // WebChat hid chat button successfully  
}).fail(function(e){  
    // WebChat 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 chat button is currently visible	n/a
rejected	When the chat button is already hidden	'Chat button is already hidden. Ignoring command.'

showOverlay

A slide-down overlay that opens over WebChat's content. You can fill this overlay with content such as disclaimers, articles, and other information.

Example

```
oMyPlugin.command('WebChat.showOverlay', {
    html: '<div id='cx_chat_information'>Example text</div>',
    hideFooter: false
}).done(function(e){
    // WebChat successfully shows overlay
}).fail(function(e){
    // WebChat isn't open
});
```

Options

Option	Type	Description	Accepted Values
html	string or HTML reference	<p>The HTML content you want to display in the overlay.</p> <div>Important The id attribute value of the HTML content can be set to <code>cx_chat_information</code>. This supports a screen reader's ability to announce the overlay's content to the user, as recommended by WCAG.</div>	n/a
hideFooter	boolean	Normally the overlay appears between the	true, false

Option	Type	Description	Accepted Values
		titlebar and footer bar. Set this to true to have the overlay overlap the footer to gain a bit more vertical space. This should only be used in special cases. For general use, don't set this value.	

Resolutions

Status	When	Returns
resolved	When WebChat is open and the overlay opens.	n/a
rejected	When WebChat is not currently open.	WebChat is not currently open. Ignoring command.

hideOverlay

Hides the slide-down overlay.

Example

```
oMyPlugin.command('WebChat.hideOverlay').done(function(e){  
    // WebChat hid overlay successfully  
}).fail(function(e){  
    // WebChat isn't open  
});
```

Resolutions

Status	When	Returns
resolved	When WebChat is open and the overlay closes.	n/a
rejected	When WebChat is not currently open.	WebChat is not currently open. Ignoring command.
