



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

Configuration

Contents

- 1 Configuration
 - 1.1 Description
 - 1.2 Example
 - 1.3 Options

Configuration

Description

WebChat and WebChatService share the configuration namespace '_genesys.widgets.webchat'. WebChat has UI options while WebChatService has connection options.

Example

```
window._genesys.widgets.webchat = {  
  apikey: 'n3eNkgLLgLKXREBYjGm6lygOHH0K8VA',  
  dataURL: 'https://api.genesyscloud.com/gms-chat/2/chat',  
  userData: {},  
  emojis: true,  
  uploadsEnabled: false,  
  confirmFormCloseEnabled: true,  
  actionsMenu: true,  
  maxMessageLength: 140,  
  
  autoInvite: {  
    enabled: false,  
    timeToInviteSeconds: 10,  
    inviteTimeoutSeconds: 30  
  },  
  
  chatButton: {  
    enabled: true,  
    template: '<div class="cx-widget cx-webchat-chat-button cx-side-button"  
role="button" tabindex="0" data-message="ChatButton" data-gcb-service-node="true"><span  
class="cx-icon" data-icon="chat"></span><span class="il8n cx-chat-button-label" data-  
message="ChatButton"></span></div>',  
    effect: 'fade',  
    openDelay: 1000,  
    effectDuration: 300,  
    hideDuringInvite: true  
  },  
  
  async: {  
    enabled: true,  
    newMessageRestoreState: 'minimized',  
  
    getSessionData: function(sessionData, Cookie, CookieOptions) {  
      // Note: You don't have to use Cookies. You can, instead, store in a  
      secured location like a database.  
  
      Cookie.set('customer-defined-session-cookie',  
JSON.stringify(sessionData), CookieOptions);  
    }  
  }  
};
```

Configuration

```
    },
    setSessionData: function(Open, Cookie, CookieOptions) {
        // Retrieve from your secured location.
        return Cookie.get('customer-defined-session-cookie');
    },
},
minimizeOnMobileRestore: false,
markdown: false,
ariaIdleAlertIntervals:[50,25,10],
ariaCharRemainingIntervals:[75, 25, 10]
};
```

Options

Name	Type	Description	Default	Required	Introduced / Updated
emojis	boolean	Enable/disable Emoji menu inside chat message input. Emojis are supported using unicode characters and the list includes ☺ U+263A (smile), 💯 U+1F44D (thumbs up) and ☹ U+2639 (sad).	false	n/a	
form	object	An object containing a custom registration form definition. The definition placed here becomes the default registration form layout for WebChat. See Customizable Chat Registration Form .	A basic registration form is defined internally by default	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
uploadsEnabled	boolean	Show/Hide the Send File button. The button will be shown if the value is set to true.	false	n/a	
confirmFormCloseEnabled	boolean	Enable or disable displaying a confirmation message before closing WebChat if information has been entered into the registration form.	true	n/a	
timeFormat	number/string	This sets the time format for the timestamps in this widget. It can be 12 or 24.	12	false	
actionsMenu	boolean	Enable/disable actions menu next to chat message input.	true	n/a	
maxMessageLength	number	Set a character limit that the user can input into the message area during a chat. When max is reached, user cannot type any more.	500	n/a	
charCountEnabled	boolean	Show/Hide the number of characters remaining in the input message area while the user is typing.	false	n/a	
autoInvite.enabled	boolean	Enable/disable auto-invite feature. Automatically	false	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		invites user to chat after user idles on page for preset time. Important In case of running Widgets in lazy load mode, this option requires WebChat plugin to be pre-loaded.			
autoInvite.timeToInviteSec	Number of seconds	Number of seconds of idle time before inviting customer to chat.	5	n/a	
autoInvite.inviteTimeoutSec	Number of seconds	Number of seconds to wait, after showing invite, before closing chat invite. Important When the focus is on the Invite window, the chat invite will not auto close upon the specified timeout. In this scenario, you must click the Close button to manually close the Invite window. This is to support the logical and predictable focus order as recommended by WCAG 2.4.3:Focus Order.	30	n/a	
chatButton.enabled	boolean	Enable/disable chat button on screen. Important In case of running Widgets	false	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		in lazy load mode, this option requires WebChat plugin to be pre-loaded .			
chatButton.template	string	Custom HTML string template for chat button.	<pre><div class="cx- widget cx- webchat-chat- button cx- side-button" role="button" tabindex="0" data- message="ChatButton" data-gcb- service- node="true"></div></pre>	n/a	
chatButton.effect	string	Type of animation effect when revealing chat button. 'slide' or 'fade'.	fade	n/a	
chatButton.openDelay	number	Number of milliseconds before displaying chat button on screen.	1000	n/a	
chatButton.effectDuration	number	Length of animation effect in milliseconds.	300	n/a	
chatButton.hideOnInvite	boolean	When auto-invite feature is activated, hide the chat button. When invite is dismissed, reveal the chat button again.	true	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
async	object	Object container for Async mode configuration options.	{enabled: false, newMessageRestoreState: 'full'}	Yes, if using Async mode	9.0.002.06
async.enabled	boolean	Enable Asynchronous Chat where a chat session can be active indefinitely. When you close WebChat without ending the chat session, the session will simply go dormant. When you open WebChat again, the session will restore and continue chatting where left off. Currently, Async Chat is supported only in cometD mode and it should be enabled.	false	n/a	9.0.002.06
async.newMessageRestoreState	enum	Determines how WebChat should be displayed when a new message arrives if WebChat is closed. Accepted values are 'full' and 'minimized'. 'full' means WebChat appears on screen displaying new messages in the transcript area as a new	full	n/a	9.0.002.06

Name	Type	Description	Default	Required	Introduced / Updated
		message arrives. 'minimized' means WebChat opens in a minimized state along with a counter in the title bar area indicating how many new messages are present.			
async.getSessionData	Function	A function that you can define to retrieve updated session data from WebChatService plugin over the course of an active chat session. This function takes the following arguments - sessionData (current active session data), Cookie (Widgets Internal cookie reference) and CookieOptions (a parameter that is needed when using Widgets Cookie). The purpose of this function is to provide you the active session data so that it can be stored somewhere safe and secure. Later this needs to be provided in the below	none	Yes, when Async WebChat mode is enabled	9.0.002.06

Name	Type	Description	Default	Required	Introduced / Updated
		setSessionData function to restore the chat session. Refer to the example for usage.			
async.setSessionData	Function	A function that you can define to return the session data to WebChat plugin. During initialization, WebChatService plugin will call this function to check if any session data is returned. If found, WebChatService tries to restore the chat session using this session data and open WebChat Widget. WebChatService will also pass the following arguments into this function - Open (WebChat current open state value), Cookie (Widgets Internal cookie reference) and CookieOptions (a parameter that will be needed when using Widgets Cookie). Refer to the example for usage.	none	Yes, when Async WebChat mode is enabled	9.0.002.06
minimizeOnMobile	Boolean	Enable/disable the minimized state of webchat on	false	n/a	9.0.013.02

Name	Type	Description	Default	Required	Introduced / Updated
		chat restore. Important This option is only for mobile mode.			
markdown	boolean	Enable/disable the markdown feature for chat messages.	false	n/a	9.0.014.02
ariaIdleAlertInterval	array/boolean	An array containing the intervals as a percentage at which the screen reader will announce the remaining idle time. By default, it is enabled with the following time intervals, and it is customizable according to the user's needs. Configuring a value of 'false' will let the screen reader call out idle time for every change.	[100, 75, 50, 25, 10]	n/a	9.0.016.11
ariaCharRemainingInterval	array/boolean	An array containing the intervals as a percentage at which the screen reader will announce the remaining characters when the user inputs text into the message area. By default, it is enabled with the following intervals, and it is customizable	[50, 25, 10]	n/a	9.0.016.11

Name	Type	Description	Default	Required	Introduced / Updated
		according to the user needs. Configuring a value of 'false' will let the screen reader call out remaining characters for every change.			
metaDataEnabled	boolean	Enable or disable WebChat MetaData.	true	n/a	9.0.017.26
enableUrlTrailingSlash	boolean	Enable or disable trailing slash at the end of the dataURL when the start chat connection request is sent to the server. Important This option is applicable for REST mode only.	true	n/a	9.0.017.28