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Widgets Reference

API Events

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Once you've registered your own plugin on the bus, you can subscribe and listen for published events. 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.subscribe('WebChat.ready', function(e){ /* sample code */ });
```

Name	Description	Data	Introduced / Updated
ready	WebChat is initialized and ready to accept commands.	n/a	
opened	The WebChat widget has appeared on screen.	Metadata	
started	The WebChat has successfully started.	Metadata	
submitted	The user has submitted the form.	Metadata	9.0.002.06
rejected	When the chat session fails to start. Typically due to form validation or network errors.	Metadata	9.0.014.07
completed	The Chat session ended after agent is successfully connected to WebChat.	Metadata	
cancelled	The Chat session ended before agent is connected to WebChat.	Metadata	
closed	The WebChat widget has been removed from the screen.	Metadata	
minimized	The WebChat widget has been changed to a	n/a	

Name	Description	Data	Introduced / Updated
	minimized state.		
unminimized	The WebChat widget has been restored from a minimized state to the standard view.	n/a	
messageAdded	When a message is added to the transcript, this event will fire.	Returns an object containing two properties: 'data' and 'html'. 'data' contains the JSON data for the message, while 'html' contains a reference to the visible message inside the chat transcript.	