Developer's Guide

Customize the Built-in Chat Widget

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The built-in chat widget provides the main chat functionality for Genesys Co-browse. It's a versatile widget that can be customized through the Chat Service JS API and the Chat Widget JS API.

Customization

There are three different customization types available for modifying the chat widget UI: Template-based, CSS-based, and JavaScript-based. Using these customization types, you can do any of the following:

- modify the structure of the widget

- add content

- add css classes

- modify the style (including the logo and buttons)

- use JavaScript APIs to modify widget behavior

For details about the customization types and how you can use them, see Customizing the User Interface, part of the Chat Widget JS API.

Localization

You can use the `startChat` and `restoreChat` methods of the Chat Widget JS API to enable localization for the chat widget. For details and step-by-step instructions, see Localization.