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Developer's Guide

UI Customization Examples

UI Customization Examples

Contents

- [1 UI Customization Examples](#)
 - [1.1 Example: Customizing Live Chat and Co-browsing Buttons](#)
 - [1.2 Example: Customizing the Toolbar Position](#)

This is a collection of UI customization examples. Although these examples do not cover every possible customization case, they should give you a sample of what can be achieved and how to begin.

If you use [Genesys Widgets](#), also see the [widgets customization documentation](#).

Tip

Some examples use Firebug as a developer tool. Any other similar tool can be used instead such as [Google Chrome Developer Tools](#), [Safari Web Inspector](#), or [Internet Explorer Developer Tools](#).

Tip

To customize the built-in chat widget, see [Customizing the Chat Widget User Interface](#).

Example: Customizing Live Chat and Co-browsing Buttons

Customization type: **CSS Based**

Prerequisites

You must have basic knowledge of CSS and HTML.

Tip

The Live Chat and Co-browsing buttons are images and cannot be modified using the [Localization](#) mechanism.

Tip

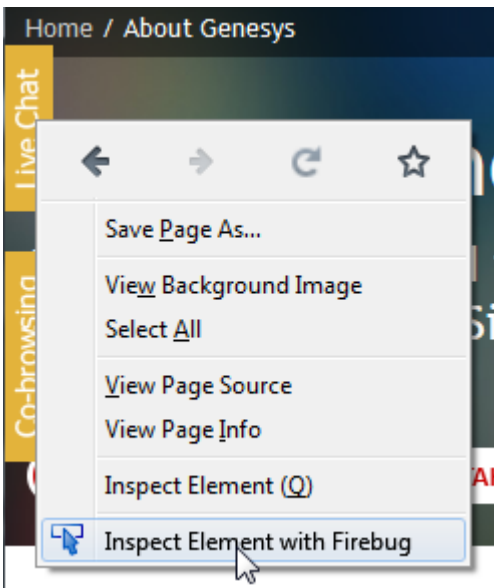
You can manage the visibility and moderately change the position of the default buttons using the [JavaScript API](#).

Start of Procedure

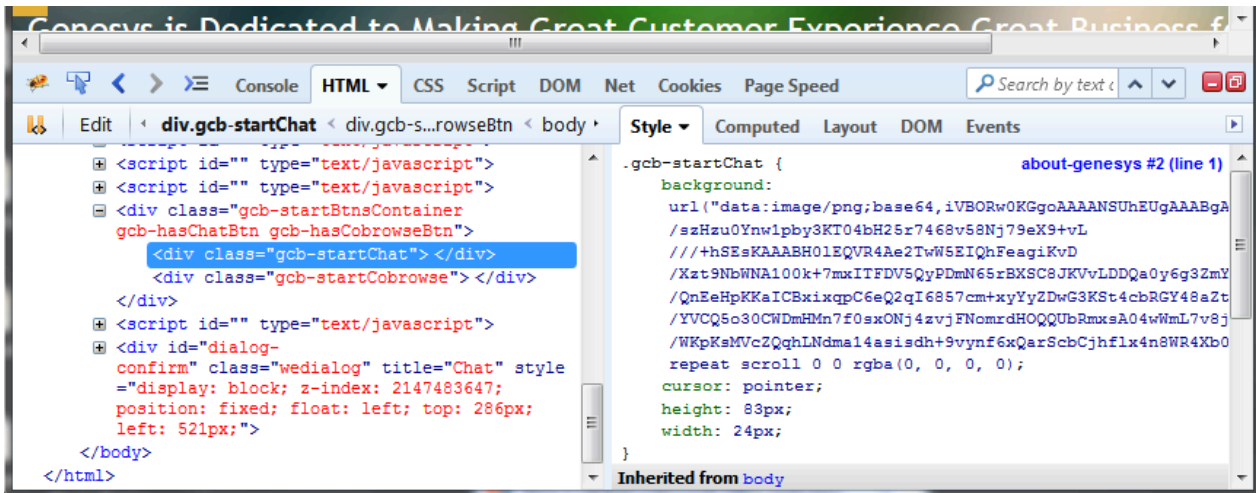
1. In Firefox, open the page [instrumented](#) with the Co-browse JavaScript application. Live Chat and Co-browsing buttons should appear:



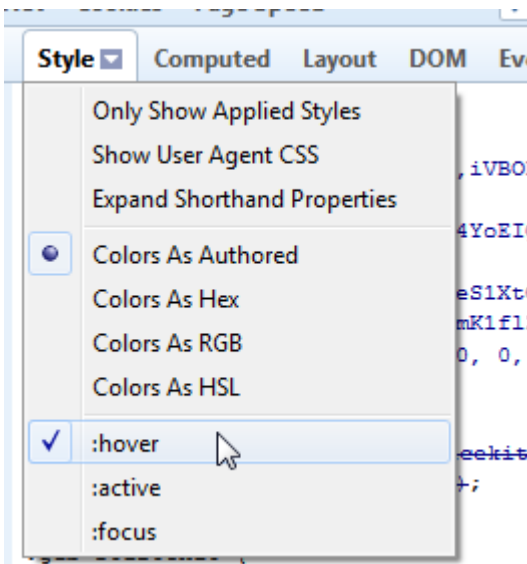
2. Right click the Live Chat buttons and click Inspect Element with Firebug to open the Firebug tool.



3. In Firebug, you can see the CSS rules responsible for styling the button:



- 4. Also check :hover rules to see if there are any rules applied to the button when the mouse cursor is over it. To do this, enable the :hover modifier in Firebug:



You can see that there is an additional :hover rule for the button:



5. Base on the rules above, you can prepare your own rules that override the defaults. In this example, we will prepare a custom image with a similar size to the default button and override the background. We will use a public service to generate an image of a kitten via an http request. Here is our CSS:

```
/* 1. copy-paste the selector of the element to override */  
.gcb-startChat, .gcb-startChat:hover {  
/* 2. override some rules: */  
  background: url(http://placekitten.com/23/84);  
}
```

6. Now we add our CSS to the <head> section of our site. The way this is done will depend on the technology your website uses. We want to add code like this to the webpage:

```
<style>  
  .gcb-startChat, .gcb-startChat:hover {  
    background: url(http://placekitten.com/23/84);  
  }  
</style>
```

```
</head>
```

7. Reload the page. Now, the Live Chat button is replaced with our new image:



Tip

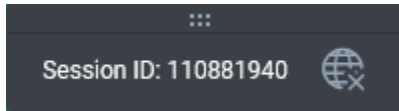
The Co-browsing button can be customized in the same way.

End of Procedure

Example: Customizing the Toolbar Position

Customization Type: **JavaScript Based**

In this example, we will customize the starting position of the Co-browse toolbar:



Prerequisites

1. Experience with JavaScript, jQuery, and browser developer tools such as Firebug.
2. This example uses the the [jQuery](#) library to work with the DOM and assumes that jQuery is available on the page.

Start of Procedure

1. Obtain the [Co-browse API](#). See [Accessing the Co-browse and Chat APIs](#) for more information about obtaining the Co-browse API. In this example, we use the single-function mechanism.

```
var _genesys = {  
  cobrowse: {  
    onReady: function(cobrowseAPI) {  
      // ...  
    }  
  }  
}
```

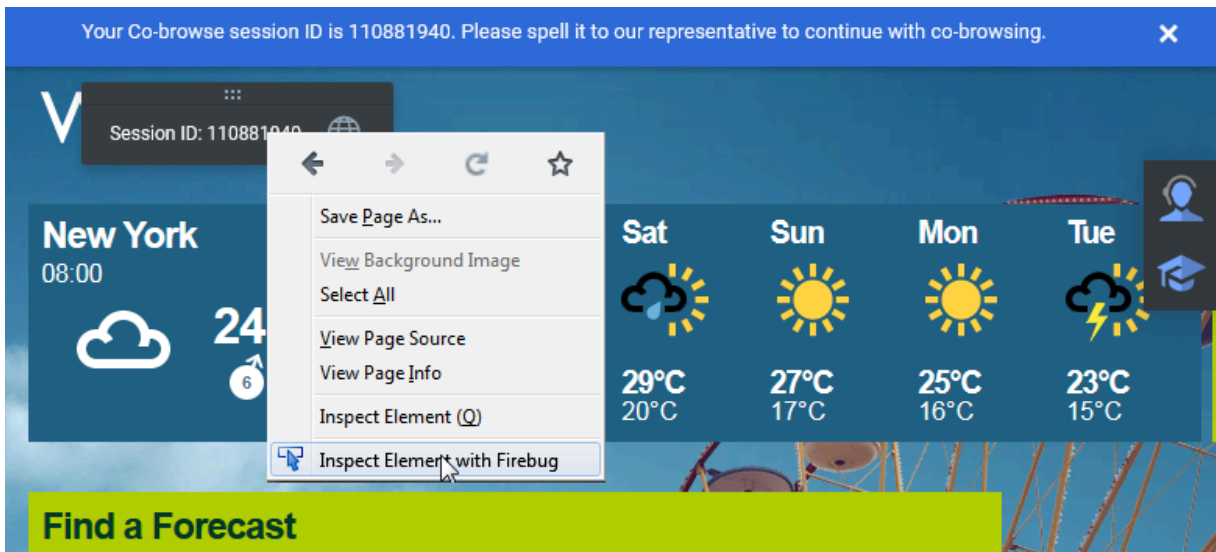
2. Use the Co-browse API to subscribe to the onSessionSarted Co-browse event.

```
cobrowseAPI.onSessionStarted.add(function() {  
  // ...  
});
```

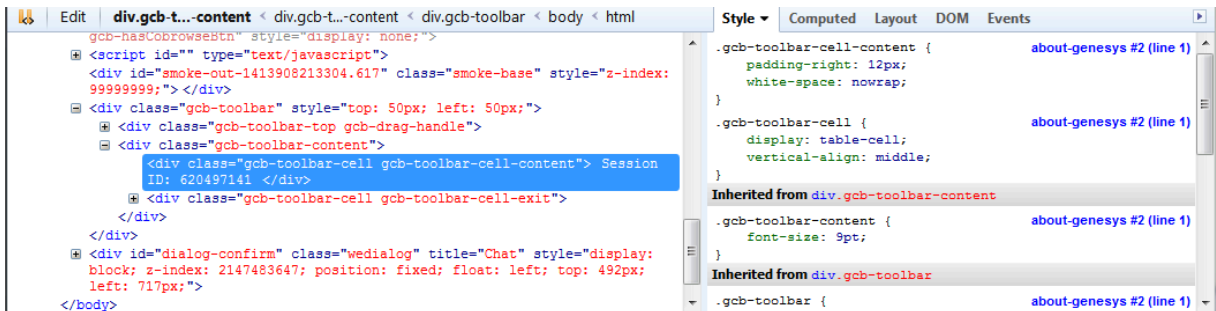
Tip

You can subscribe to the readiness of the UI using the [onReady Callback](#).

3. Use Firebug to determine which element to customize:
 - a. Start a Co-browse session.
 - b. Right click the Co-browse toolbar and click `Inspect Element` with Firebug to open the Firebug tool.

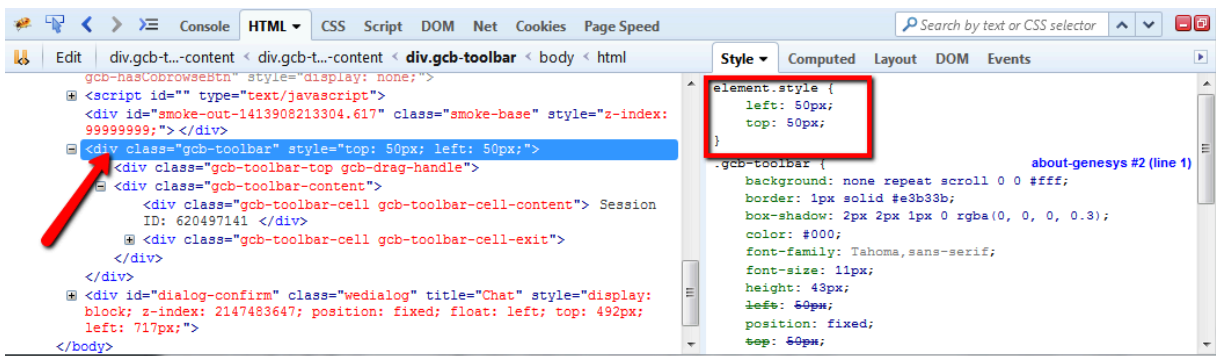


- c. In Firebug, you can see that the element selected for inspection is not the toolbar itself but one of its sub-elements.



You can also see from the Styles tab that position is not set for this element.

- d. You need to find the element whose position you want to change. From the DOM tree in Firebug you can see that this is the .gcb-toolbar.



- Now, we will use **jQuery** to override the position of the toolbar. We will set the starting position to 100 pixels from the top edge and 300 pixels from the left edge.

```
jQuery('.gcb-toolbar').css({
    top: 100,
```

```
    left: 300
  });
```

5. Putting it all together, we have the following:

```
// 1. Get the API
var _genesys = {
  cobrowse: {
    onReady: function(cobrowseAPI) {

      // 2. Use the API to subscribe on "session started" event
      cobrowseAPI.onSessionStarted.add(function() {

        // 3. Use jQuery to get the toolbar and reposition it
        jQuery('.gcb-toolbar').css({
          top: 100,
          left: 300
        });

      });

    }
  }
};
```

End of Procedure

Tip

You can achieve similar results using CSS:

```
.gcb-toolbar {
  top: 100px !important;
  left: 300px !important;
}
```

This solution is less ideal because you would have to use the `!important` modifier to override the inline styles of the element and this modifier would make the toolbar non-draggable.