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Widgets Reference

Configuration

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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: false,  
  uploadsEnabled: false,  
  confirmFormCloseEnabled: true,  
  actionsMenu: true,  
  maxMessageLength: 140,  
  
  autoInvite: {  
    enabled: false,  
    timeToInviteSeconds: 10,  
    inviteTimeoutSeconds: 30  
  },  
  
  chatButton: {  
    enabled: true,  
    template: <div class='cx-icon' data-icon='chat'></div>,  
    effect: 'fade',  
    openDelay: 1000,  
    effectDuration: 300,  
    hideDuringInvite: true  
  }  
};
```

Options

Name	Type	Description	Default	Required
emojis	boolean	Enable/disable Emoji menu inside chat message input.	false	
uploadsEnabled	boolean	Show/Hide the	false	

Name	Type	Description	Default	Required
		Send File button. The button will be shown if the value is set to true.		
confirmFormCloseEnabled	boolean	Enable or disable displaying a confirmation message before closing WebChat if information has been entered into the registration form.	true	
timeFormat	number/string	This sets the time format for the timestamps in this widget. It can be 12 or 24.	12	
actionsMenu	boolean	Enable/disable actions menu next to chat message input.	true	
maxLength	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. By default, no limit is imposed by the client.	n/a	
autoInvite.enabled	boolean	Enable/disable auto-invite feature. Automatically invites user to chat after user idles on page for preset time.	false	
autoInvite.timeToInvite	seconds	Number of seconds of idle time before inviting customer to chat.	5	
autoInvite.inviteTimeout	seconds	Number of seconds to wait, after showing invite, before closing chat invite.	30	
chatButton.enabled	boolean	Enable/disable chat button on	false	

Name	Type	Description	Default	Required
		screen.		
chatButton.template	string	Custom HTML string template for chat button.	<pre><div class='cx- widget cx- webchat-chat- button' data- message='ChatButton' data-gcb- service- node='true'><div class='cx-icon' data- icon='chat'></div></div></pre>	
chatButton.effect	string	Type of animation effect when revealing chat button. 'slide' or 'fade'.	fade	
chatButton.openDelay	number	Number of milliseconds before displaying chat button on screen.	1000	
chatButton.effectDuration	number	Length of animation effect in milliseconds	300	
chatButton.hideDuringInvite	boolean	When auto-invite feature is activated, hide the chat button. When invite is dismissed, reveal the chat button again.	true	