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Deployment Guide

Configuring Genesys Widgets

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Configuring Genesys Widgets

Genesys Widgets supports multiple widgets including Webchat, **Web Engagement**, and **Co-browse**. You can configure all widgets and services in the same configuration object. When you add new Genesys products and services, you must update your Genesys Widgets configuration to enable those widgets.

After you **deploy the Genesys Widgets** on your website, configure the CX Widget by defining the **global window._genesys** JavaScript object.

To include the JavaScript script, you can choose one of the following options:

- Place the script inline on your website; or
- Place it in a separate JavaScript file, and then include the file on your page.

The following example is a basic view of the global Genesys Widgets configuration object:

```
<script>
  if(!window._genesys>window._genesys = {};
  if(!window._gt>window._gt = [];

  window._genesys.widgets = {
    main: {},
    webchat: {},
    cobrowse: {},
    gwe: {}
  };
</script>

// include widgets.min.js after defining your configuration options
```

The following example is a populated Widget configuration that includes configuration options for Webchat, SendMessage, Web Engagement (GWE), and Co-browse (GCB):

Important

Your configuration options must be defined on the page **before** widgets.min.js is loaded. Failing to do so may result in errors.

Tip

Note that Web Engagement and Co-browse is optional.

```
<script>
  if(!window._genesys>window._genesys = {});
  if(!window._gt>window._gt = []);

  window._genesys.widgets = {
    main: {

      theme: "dark",
      lang: "en",
      i18n: "http://HOST:PORT/path/to/languages/file.json",
      customStylesheetID: "<ANY_ID_NAME>",
      mobileMode: 'auto',
      mobileModeBreakpoint: 600
    },
    webchat: {

      apikey: "0123456789", // Used for Apigee service only
      dataURL: "http://HOST:PORT/path/to/chat/service",
      userData: {},
      proactive: {

        enabled: true,
        idleTimer: 5,
        cancelTimer: 30
      },
      chatButton: {

        enabled: true,
        template: false,
        openDelay: 1000,
        effectDuration: 300,
        hideDuringInvite: true
      }
    },
    cobrowse: {

      src: "<COBROWSE_SERVER_URL>/cobrowse/js/gcb.min.js",
      url: "<COBROWSE_SERVER_URL>/cobrowse"
    },
    gwe: {
      httpEndpoint: "http://<GWE_SERVER_URL>:<PORT>",

```

```
        httpsEndpoint: "https://<GWE_SERVER_URL>:<PORT>",
        dslResource: "http://HOST:PORT/path/to/domain-model.xml"
    },
    sendmessage: {
        SendMessageButton : {
            enabled: true,
            template: false,
            openDelay: 1000,
            effectDuration: 300
        },
        apikey: "0123456789", // Used for Apigee service only
        dataURL: "http://HOST:PORT/path/to/sendmessage/service"
    },
};
</script>

// Lazy loading method of loading widgets
<script src="/path/to/cxbus.min.js" onload="javascript:CXBus.configure({debug:false, pluginsPath:'/path/to/plugins/'});
CXBus.loadPlugin('widgets-core');"></script>

// All-in-one method of loading widgets
<script id="genesys-cx-widget-script" src="/path/to/widgets.min.js"></script>
<link id="genesys-widgets-styles" href="/path/to/widgets.min.css" type="text/css" rel="stylesheet"/>
```

Main Configuration

Genesys Widgets is a hub for multiple Genesys products and services. Some configuration options are set globally and therefore apply to all products and services running on the CX Widget platform. In the main application configuration you can configure options such as visual theme, language, and mobile support.

For detailed information on configuration options, see [App Configuration Options](#).

Widget Configuration Options

- [WebChat Configuration](#)
- [WebChatService Configuration](#)
- [SendMessage Configuration](#)
- [SendMessageService Configuration](#)
- [CoBrowse Configuration](#)
- [GWE Configuration](#)
- [Channel Selector Configuration](#)

For a complete list of Widget configuration options, please see [Genesys Widgets Reference](#).

Launcher

Launcher is a sample page which shows how Genesys Widgets are displayed on any host website. With this, you can:

- View Genesys Widgets with your own configuration.
- Copy the Configuration Script; for example, using the details you entered on the form, configuration script is generated in the **Need Configuration Script** section. You can copy this script and use it in your website to launch Widgets.
- Starting in the 9.0.008.03 version, use launcher tool to test and configure between the different APIs services available in Genesys, namely under Genesys Engage, Genesys Engage cloud and Genesys Cloud (formerly known as PureEngage, PureEnage Cloud, and PureCloud).

How to use Launcher

Sidebar

To enable Sidebar plugin, select this check box in launcher. By default, Sidebar will be shown right side of the screen on Widgets startup. You can change these [configurations](#) by using the options

shown under this section. Provide the sidebar channel configuration in the corresponding text area according to the [Sidebar documentation](#) or use the provided sample configuration links to prefill the sample data in the text area. Ensure that the channels defined here are enabled and configured as well.

Enable Live Assist (EWT)

Select the check box next to **Enable Live Assist (EWT)** to enable the ChannelSelector plugin. Enter the Stats URL followed by the virtual queue names to fetch the Estimated Wait Time details. Refer to the [Channel Selector documentation](#) for more information. To show Chat, SendMessage and CallUs channels in this plugin, please make sure that you select these plugins in this Launcher page.

WebChat

To enable it, select the check box next to the **WebChat**. Enter the mandatory field URL (marked with an asterisk). Other values are optional and self explanatory.

Important

Starting in the 9.0.008.03 version, WebChat supports Genesys Engage v3 API via transports configuration section. The same can be tested In the launcher tool using the WebChat [with Transport only] section under Genesys Engage cloud tab.

Co-browse

To enable it, select the check box next to the **Co-browse** heading. Enter required fields (marked with an asterisk).

GWE

To enable it, select the check box next to the **GWE** heading. Enter required fields (marked with an asterisk).

Send Message

To enable it, select the check box next to the **Send Message** heading. Enter required fields (marked with an asterisk).

CallUs

Select the check box next to **Call Us** and provide the configuration data. Here, the **Edit/Use Sample Config** option is also provided and you can use this to prefill with the sample configuration and edit it for your own details. Ideally, call us is shown in the Live Assist widget or it can also be launched with bus command `CallUs.open`.

Callback

Select the check box next to **Callback** to include Callback and Calendar plugins. Enter the callback service provider URL field and other details as required. Ensure **Enable Sidebar with Live Assist** is selected.

Knowledge Center/Search

Select the check box next to **Knowledge Center/Search** to include the Knowledge Center plugin. Ensure that all the required details are entered and the sidebar plugin is enabled.

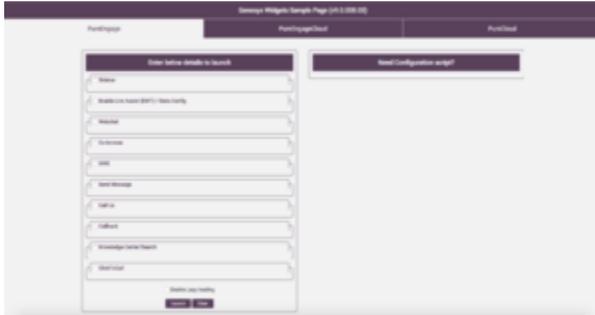
ClickToCall

Select this checkbox to enable ClickToCall plugin and enter the mandatory field URL (marked with an asterisk). Other values are optional and self explanatory.

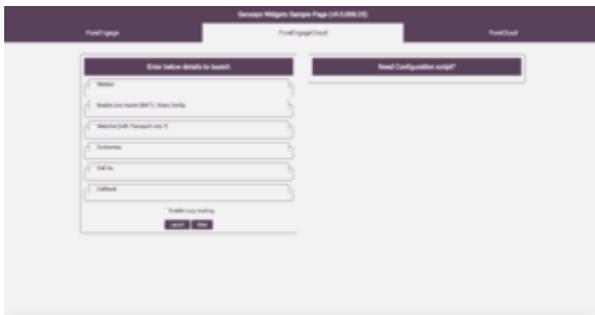
Lazy Loading

Select the check box next to **Enable Lazy loading** to launch Widgets in the lazy load mode, otherwise they will be launched normally. At the minimum, Sidebar plugin show be enabled and configured with required channels to load it on Widgets startup.

Once all the necessary configuration details are entered, click on the **Launch** button to launch Widgets.



Launcher tool for Genesys Engage API (click to enlarge)



Launcher tool for Genesys Engage cloud API (click to enlarge)