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Widgets Reference

API Commands

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API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. 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.command('ChannelSelector.open');
```

close

Closes the ChannelSelector UI.

Example

```
oMyPlugin.command('ChannelSelector.close').done(function(e){  
    // ChannelSelector closed successfully  
}).fail(function(e){  
    // ChannelSelector failed to close  
});
```

Resolutions

Status	When	Returns
resolved	When ChannelSelector is successfully closed	n/a
rejected	When ChannelSelector is already closed	Already closed

open

Opens the ChannelSelector UI.

Example

```
oMyPlugin.command('ChannelSelector.open').done(function(e){  
    // ChannelSelector opened successfully  
}).fail(function(e){  
    // ChannelSelector failed to open  
});
```

Resolutions

Status	When	Returns
resolved	When ChannelSelector Widget is successfully opened	n/a
rejected	When ChannelSelector Widget is already open	'Already open'

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget's configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

Example

```
oMyPlugin.command('ChannelSelector.configure', {  
    channels: [  
        {  
            enabled: true,  
            clickCommand: 'CallUs.open',  
            displayName: 'Call Us',  
            id: 'CallusTitle',  
            icon: 'call-outgoing',  
            html: '',  
            ewt: {  
                display: true,  
                queue: 'chat_ewt_test_eservices',  
                availabilityThresholdMin: 60,  
            }  
        }  
    ]  
});
```

```

        availabilityThresholdMax:600
    }
}
}

}).done(function(e){
    // ChannelSelector configured successfully
}).fail(function(e){
    // ChannelSelector failed to configure
});

```

Options

Option	Type	Description
ewtRefreshInterval	number	EWT is updated for every time interval (seconds) is defined.
channels	array	Array containing each channel configuration object. The order of channels is displayed based on the order defined here.
channels[].enable	boolean	Enable/disable chat channel.
channels[].clickCommand	string	The CXBus command name for opening a particular Widget when clicked on this channel.
channels[].displayName	string	A channel name to display in ChannelSelector Widget.
channels[].i18n	string	To support localization of channel display name, this takes a key parameter of channelselector section in language pack file. Overrides above displayName.
channels[].icon	string	Select from one of the Genesys Widgets icons by specifying icon css class name.
channels[].html	string	Overrides and replaces the icon section of a channel with the html (image tag) defined here.
channels[].ewt.display	boolean	To display EWT details.
channels[].ewt.queue	string	EWT service channel virtual queue name.
channels[].ewt.availabilityThreshold	Number (seconds)	If the EWT is greater than 0 minutes and less than the minimum threshold value (in minutes), then the EWT is shown with a yellow warning icon.

Option	Type	Description
		Note: Comparison is made after converting the threshold value in seconds to minutes.
<code>channels[].ewt.availabilityThresholdMax</code>	Number (seconds)	<p>If the EWT is greater than the minimum threshold value (in minutes) and less than the maximum threshold value (in minutes), then the EWT is shown with a red alert icon.</p> <p>Note: Comparison is made after converting the threshold value in seconds to minutes.</p>
<code>channels[].ewt.hideChannelWhenThresholdMax</code>	Boolean	Hides this channel when the EWT is greater than the maximum threshold value.

Resolutions

Status	When	Returns
resolved	When configuration options are provided and set	n/a
rejected	When no configuration options are provided	'Invalid configuration'

displayStats

Estimated Wait Time (EWT) and availability details are displayed for each channel.

Example

```
oMyPlugin.command('ChannelSelector.displayStats').done(function(e){
    // ChannelSelector displayed stats successfully
}).fail(function(e){
    // ChannelSelector failed to display stats
```

```
});
```

Resolutions

Status	When	Returns
resolved	When EWT is displayed successfully	n/a
rejected	When StatsService fails to retrieve EWT data	'Unable to display EWT Stats in ChannelSelector'
rejected	When enableEwt config is disabled or when required channel plugins are not ready	'Either EWT config is disabled or plugins not yet ready'

disableStats

UI is cleared of any EWT. Fetching it for the defined time interval is also disabled.

Example

```
oMyPlugin.command('ChannelSelector.disableStats').done(function(e){  
    // ChannelSelector disabled stats successfully  
}).fail(function(e){  
    // ChannelSelector failed to disable stats  
});
```

Resolutions

Status	When	Returns
resolved	When ChannelSelector Widget is successfully opened	n/a
rejected	When ChannelSelector Widget is not opened	'ChannelSelector not opened to disable stats details'
rejected	When EWT is disabled for all channels	'Stats already disabled'

enableStats

UI is shown back with EWT and availability details. Fetching it for the defined time interval is also enabled.

Example

```
oMyPlugin.command('ChannelSelector.enableStats').done(function(e){  
    // ChannelSelector enabled stats successfully  
}).fail(function(e){  
    // ChannelSelector failed to enable stats  
});
```

Resolutions

Status	When	Returns
resolved	When ChannelSelector Widget is successfully opened	n/a
rejected	When EWT details are already displayed	'Stats already enabled'
rejected	When ChannelSelector Widget is not opened	'ChannelSelector not opened to enable stats details'