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Widgets Reference

Configuration

Contents

- 1 Configuration
 - 1.1 Description
 - 1.2 Example
 - 1.3 Options

Configuration

Description

ClickToCall and ClickToCallService share the configuration namespace '_genesys.widgets.clicktocall'. ClickToCall has UI options while ClickToCallService has connection options.

Example

```
{
  clicktocall: {
    'enableCountdown' : true,
    'provideAccessCode' : true,
    'autoDialAccessCode' : true,
    'ariaNumberExpirationIntervals' : [100, 75, 50, 25, 10],
    'ewt': {
      'display': true,
      'queue': 'QUEUE_NAME',
      'threshold': 30,
      'refreshInterval': 10
    },
    'confirmFormCloseEnabled' : true,
    'dataURL' : 'http://www.myphoneservice.org',
    'formJSON' : {},
    'userData' : {}
  }
}
```

Options

Name	Type	Description	Default	Required	Introduced / Updated
enableCountdown	boolean	Shows or hides the phone number expiration	true	false	

Configuration

Name	Type	Description	Default	Required	Introduced / Updated
		counter.			
provideAccessCode	boolean	Enables or disables the use of a dial in access code for user verification.	true	false	
autoDialAccessCode	boolean	Enables or disables auto dialing the access code that is provided along with the dial in number.	true	false	
ariaNumberExpiryInterval	boolean	An array containing the intervals in a percentage at which the screen reader will announce the remaining expiry time for the phone number. By default, it is enabled with the following time intervals, and is customizable according to user needs. Configuring a value of 'false' will let the screen reader read the phone number expiry time for every change.	[100, 75, 50, 25, 10]	false	9.0.016.11
ewt.display	boolean	Enables or disables showing of Estimated Wait Time (EWT) for an agent to be available.	true	false	
ewt.queue	string	A virtual queue name for the EWT API	none	Always required if EWT has to be	

Name	Type	Description	Default	Required	Introduced / Updated
		service channel.		displayed.	
ewt.threshold	integer	Display threshold for EWT in seconds. Does not display EWT if below threshold.	30	n/a	
ewt.refreshInterval	integer	EWT refresh interval in seconds.	10	n/a	
confirmFormCloseEnabled	boolean	Enable or disable displaying a confirmation message before closing ClickToCall, if information has been entered into the registration form.	true	n/a	
formJSON	object	An object representing the custom form to render. The definition placed here becomes the default registration form layout for ClickToCall. See Customizable ClickToCall Registration Form	A basic registration form is defined internally by default.	n/a	
userData	object	A custom object to be merged in with all network requests.	{}	n/a	