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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: 'n3eNkgxxxxxxxxxxxx8VA',  
  dataURL: 'https://api.genesyscloud.com/gms-chat/2/chat',  
  enableCustomHeader: true,  
  
  cometD: {  
    enabled: false,  
    cometURL: 'http://host:port/genesys/cometd',  
    channel: '/service/chatV2/customer-support',  
    apiURL: 'http://host:port/genesys/2/chat-ntf',  
    websocketEnabled: true,  
    logLevel: 'info'  
  },  
  
  userData: {},  
  emojis: true,  
  actionsMenu: true,  
  
  autoInvite: {  
    enabled: false,  
    timeToInviteSeconds: 10,  
    inviteTimeoutSeconds: 30  
  },  
  
  chatButton: {  
    enabled: true,  
    template: '<div>CHAT NOW</div>',  
    effect: 'fade',  
    openDelay: 1000,  
    effectDuration: 300,  
    hideDuringInvite: true  
  },  
  
  async: {  
    enabled: true,  
    getSessionData: function(sessionData, Cookie, CookieOptions) {
```

Configuration

```
    // Note: You don't have to use Cookies. You can, instead, store in a
    secured location like a database.

    Cookie.set('customer-defined-session-cookie',
JSON.stringify(sessionData), CookieOptions);
    },
    setSessionData: function(Open, Cookie, CookieOptions) {
        // Retrieve from your secured location.

        return Cookie.get('customer-defined-session-cookie');
    }
};
```

Options

Name	Type	Description	Default	Required	Introduced / Updated
apikey	string	Apigee Proxy secure token. Note: This option is only supported in GMS REST mode.	n/a	Yes, if using Apigee Proxy	
endpoint	string	Manually select the endpoint to initiate chat on.	n/a	n/a	
dataURL	string (URL)	URL for GMS REST chat service. If cometD.enabled is set to true, this property will be ignored.	n/a	Always	
enableCustomHeader	boolean	Enables the use of the custom authorization header defined in <code>_genesys.widgets.config.header</code> static config. Attaches the custom authorization header to all WebChatService	false	No	9.0.002.06

Name	Type	Description	Default	Required	Introduced / Updated
		request.			
cometD	object	Object container for CometD configuration options.	{enabled: false, cometURL: , channel: '/service/chatV2/customer-support', apiURL: , websocketEnabled: true, logLevel: 'info'}	Yes, if using CometD	
cometD.enabled	boolean	Enables or disables CometD connection method. If set to false or left undefined, WebChatService will connect to REST services through the dataURL specified.	false	Yes, if using CometD	
cometD.cometURLstring (URL)		URL for GMS CometD connection. cometD.enabled must be set to true for WebChatService to connect to this service.	n/a	Yes, if using CometD	
cometD.channel	string (path)	CometD channel for receiving chat messages.	'/service/chatV2/customer-support'	Yes, if using CometD	
cometD.apiURL	string (URL)	URL for additional CometD services such as file upload and download.	n/a	Yes, if using CometD with file uploads	
cometD.websocketEnabled	boolean	If set to true, CometD will attempt to connect through websockets. If set to false,	true	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		CometD will only use long-polling. CometD will fallback to long-polling if it can't connect via websockets.			
cometD.logLevel	string	Sets the log level for the CometD library. Values are 'warn', 'info', or 'debug'.	'info'	n/a	
userData	object	Arbitrary attached data to include when initiating a chat.	{}	n/a	
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout.	3000	n/a	
xhrFields	object	Allows you to set the properties for the AJAX xhrFields object (for example, {withCredentials: false}). Note: This option is only supported in GMS REST mode.	{withCredentials: false}	n/a	
pollExceptionLimit	number	Number of successive poll exceptions (chat server offline) before WebChatService publishes 'chatServerWentOffline'.	5	n/a	
restoreTimeout	number	Number of milliseconds before restore timeout.	60000		

Name	Type	Description	Default	Required	Introduced / Updated
		Prevents the chat session from restoring after a certain time away from the session (for example, user navigated to a different site during chat and never ended the session).			
async	object	Object container for Async mode configuration options.	{enabled: false}	No	9.0.002.06
async.enabled	boolean	Enable Asynchronous Chat where a chat session can be active indefinitely. When you close WebChat without ending the chat session, the session will simply go dormant. When you open WebChat again, the session will restore and continue chatting where left off. Currently, Async Chat is supported only in cometD mode and it should be enabled.	false	n/a	9.0.002.06
async.getSessionData	Function	A function that you can define to retrieve updated session data	none	Yes, when Async WebChat mode is enabled	9.0.002.06

Name	Type	Description	Default	Required	Introduced / Updated
		<p>from WebChatService plugin. This function is called back when starting a new Async chat session for the first time or when the sessionData changes over the course of an active chat session. This function takes the following arguments - sessionData (current active session data), Cookie (Widgets Internal cookie reference) and CookieOptions (a parameter that is needed when using Widgets Cookie). The purpose of this function is to provide you the active session data so that it can be stored somewhere safe and secure. Later this needs to be provided in the below setSessionData function to restore the chat session. Refer to the example for usage.</p>			
async.setSessionData	Function	A function that you can define	none	Yes, when Async WebChat	9.0.002.06

Name	Type	Description	Default	Required	Introduced / Updated
		<p>to return the session data to WebChatService plugin. During initialization, WebChatService plugin will call this function to check if any session data is returned. If found, WebChatService tries to restore the chat session using this session data and open WebChat Widget. WebChatService will also pass the following arguments into this function - Open (WebChat current open state value), Cookie (Widgets Internal cookie reference) and CookieOptions (a parameter that will be needed when using Widgets Cookie). Refer to the example for usage.</p>		<p>mode is enabled</p>	