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Library

ReadMe Draft Page

12/17/2025

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ReadMe Draft Page

Reviewers please note: This page contains the full text of the ReadMe, which gets embedded on the main product page. Please review all content on this page, but only on this page. Ignore the "Next Page" and "Previous Page" links at the bottom and the navigation pane at left.

New in 9.0.x Releases

[+] New in Release 9.0

New in Release 9.0

The following new features were added in the 9.0 release:

[+] The following new features were introduced in the 9.0.018.02 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.018.01 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.018.00 release:

- Introduced the new configuration property `main.googleFontUrl`.

[+] The following new features were introduced in the 9.0.017.34 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.33 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.32 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.31 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.29 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.28 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.27 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.26 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.25 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.24 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.23 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.22 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.21 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.20 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.19 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.18 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.17 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.16 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.15 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.14 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.13 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.12 release:

- A proactive WebChat invite now reliably verifies if there is an active chat session before offering a new chat invite. Previously, in some cases, a second WebChat invite could be offered while a chat session was still active.

[+] The following new features were introduced in the 9.0.017.11 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.10 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.09 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.08 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.07 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.06 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.05 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.04 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.03 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.02 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.017.01 release:

- The Cookies [sameSite](#) attribute default value is set to strict.

[+] The following new features were introduced in the 9.0.017.00 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.016.16 release:

- Genesys Widgets has been optimized for accessibility on the web, adhering to and meeting the [WCAG 2.1 Level AA](#) standard. Changes include keyboard accessibility, color contrast, font size adjustments, screen reader support, and more. For more detailed information, visit the new [Accessibility](#) section in our Genesys Widgets Deployment Guide.

[+] The following new features were introduced in the 9.0.016.07 release:

- Expanded WebChat's markdown implementation to support setting the target for links by following this expanded syntax:

```
[Genesys](http://www.genesys.com{{target="_self"}})
```

[+] The following new features were introduced in the 9.0.016.03 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.016.02 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.016.00 release:

- WebChat Widget now supports a new **Customizable Emoji Menu** through configuration.

[+] The following new features were introduced in the 9.0.015.19 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.015.18 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.015.11 release:

- The new Offers Widget is now redesigned and available with the Engage plugin, which supports multiple layouts and rendering options.

[+] The following new features were introduced in the 9.0.015.08 release:

- Widgets has been **localized** into Dutch. Language support is integrated into the Installation Package; there are no separate Language Packs to install.

[+] The following new features were introduced in the 9.0.015.07 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.015.02 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.014.13 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.014.09 release:

- WebChat metadata now contains a unique **lifecycle id property**. This helps identify a Chat session instance and its associated events.
- **Widgets has been localized** into the following languages: Spanish, Finnish, French, Italian, Japanese, Korean, Norwegian, Polish, Brazilian Portuguese, Swedish, Thai, Turkish and Chinese. Language support is integrated into the Installation Package; there are no separate Language Packs to install.
- WebChat Widget now supports adding new lines in the input text area using the Shift+Enter key combination.
- WebChat Widget now supports a Chat Bot avatar icon with Genesys Engage Chat.
- Added new **pluginMap** configuration option for CXBus that allows you to override the target JS files for a given plugin namespace. CXBus loads the configured JS files from the **pluginMap** option instead of from the default location. This can be used to replace a standard widget with your own or to disable a widget entirely by mapping it to false. This feature only works when you utilize the **Lazy-Loading** method of running and loading Genesys Widgets. If you use the all-in-one bundle, you cannot override the plugins included in the bundle.

[+] The following new features were introduced in the 9.0.014.06 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.014.05 release:

- **Widgets has been localized** into the following languages: French, German (Germany). Language support is integrated into the Installation Package; there are no separate Language Packs to install.
- The SendMessage Widget now supports **custom form input fields**. They are sent as key value pairs in the request under userData.

[+] The following new features were introduced in the 9.0.014.00 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.013.06 release:

- Added a new avatar icon for chat bots to WebChat.
- Added support for **Markdown text formatting** in WebChat.

[+] The following new features were introduced in the 9.0.013.03 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.013.02 release:

- Invites created by the Engage plugin can now be programmatically revoked after they have been presented.
- WebChat Widget can now restore in a minimized state during a new page load on mobile devices.
- A new **configuration option, cookieOptions**, has been added that enables you to modify Widgets cookie options at the global level.

[+] The following new feature was introduced in the 9.0.012.01 release:

- New RichMedia type: **Single Selection Lists**. Single Selection Lists are visually similar to standard non-selectable Lists but each list item has a radio button for making a selection as well as a Submit button below the list. Users can select only one list item from the list and submit their selection as a textback.

[+] The following new feature was introduced in the 9.0.011.00 release:

- WebChat now supports multiple rich messages inside a horizontal **carousel view**, allowing

more than one rich message template to be shown in a single message. This new carousel view also allows you to easily navigate between each rich message using the left and right navigation arrows.

[+] The following new features were introduced in the 9.0.010.04 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.010.02 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.009.06 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.009.04 release:

- WebChat's GMS REST mode now utilizes dynamic polling instead of a fixed 3-second poll rate. The poll rate increases when the user sends messages and decreases over time as they become idle. This increases responsiveness for the user without overburdening the server.
- Support for **Markdown text formatting** is added to Rich Messages, following the CommonMark Spec. Support is limited to the Generic and List template description areas.
- **Offers Widget** is updated with new features, layouts, and improvements.

[+] The following new features were introduced in the 9.0.008.04 release:

- This version only includes new features that are specific to Genesys Engage cloud APIs.

[+] The following new features were introduced in the 9.0.007.09 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.007.08 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.007.07 release:

- Added new Rich Message Type, **Generic Template**, which allows you to create cards with images, titles, and descriptions. Optionally, you can include a stacked list of components, such as text, links, and buttons.
- Rich Messaging now supports **vertical lists**. List items are shown with small images horizontally aligned, or large images vertically stacked. Each list item can have individual click actions.
- Widgets are now accessible via **Public CDN URLs**. This includes both All-in-one and Lazy loading bundles.

[+] The following new features were introduced in the 9.0.006.02 release:

- This release of Widgets introduces support for **Quick Replies**, as part of Rich Messaging Templates. Quick Replies are predefined visual elements (chips) offered to users during a Chat session, and act as a shortcut for textual answers.
- Genesys Widgets now supports **Deployment IDs**. This allows you to specify multiple configurations, each with a unique deployment ID, that prevents cookies and other session data from carrying over to a page with a different deployment ID. For example, you can use one deployment ID for your public site and one deployment ID for users who are logged in to prevent an authenticated chat from restoring after the user logs out.

[+] The following new features were introduced in the 9.0.005.00 release:

- There were no new features in this release however the following enhancement was made:
 - New x-api-key header is added to the list of configurable headers

[+] The following new features were introduced in the 9.0.004.02 release:

- Genesys Widgets now supports fetching **estimated wait time (EWT)** for a single virtual-queue or for a group of virtual-queues.
- A **fully qualified domain name (FQDN)** is no longer required for cookies to persist across page refreshes. Test environments like 'localhost' or direct IP addresses are now compatible with our cookies. Previously, cookie-based features like WebChat restore did not function on a site without a FQDN.

[+] The following new features were introduced in the 9.0.003.03 release:

- Genesys Widgets can now automatically lazy-load plugins from separate files, instead of loading one large file containing all plugins.
- Improved scrollbar usability across platforms.
- A new **"before()"** method in CXBus plugins allows you to trigger actions before a chosen command executes, manipulate options passed to the command, or block execution of the command.
- The Toaster plugin has a new event, **Toaster.opened**, that is published when a toast is opened.

[+] The following new features were introduced in the 9.0.002.06 release:

- Each widget now publishes a new **Interaction Lifecycle Event** ("submitted") whenever a form is submitted by a visitor. This event includes standard lifecycle metadata including the **Form Registration** data submitted by a visitor when starting a new interaction (WebChat, SendMessage, Callback, and ClickToCall). This can be used for more accurate client-side JavaScript logic alongside other Interaction Lifecycle Events published by Widgets.
- The **Authorization header** sent by WebChat over HTTP(s) can now be configured to support an organization's security and authentication gateways. Support includes standard REST mode and CometD (long-polling) mode. Authorization Header is not supported over WebSockets transport.
- Introduced support for Knowledge Center 9.0, in addition to Knowledge Center 8.5.

[+] The following new features were introduced in the 9.0.001.04 release:

- The **KnowledgeCenterService** widget now exposes **API events**.
- The new **ClickToCall** widget allows customers to request a phone number to dial the customer service, and optionally an access code to enter as dual-tone multi-frequency (DTMF).
- The **Callback Widget** is now redesigned to appear as docked in the bottom-right of the web

page for desktop browsers which allows for greater flexibility when customizing input fields and labels.

- It is now possible to **customize labels and input fields** in the registration form so they can be propagated as Key Value Pairs (KVP) to the Callback API.
- The **Offers** Widget now provides an option to use **client-side localization**.

[+] The following new features were introduced in the 9.0.000.10 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 9.0.000.08 release:

- The new **Offers Widget** is now available to offer advertising or marketing content to site visitors, and redirect to the appropriate URL. Multiple content layouts are available, including the capability to show text, images, and embed video from external sources such as YouTube and Vimeo.
- The new design of the Chat Widget provides improved usability:
 - New input area and Send button to submit new messages
 - Easier access to in-app Chat features like File Transfer, Emojis and Co-browse
 - New Chat avatars and Chat bubbles layout
 - Improved Inactivity Timeout handling
 - New character counter which highlights when 10 or fewer characters remain

[+] The following new features were introduced in the 8.5.009.03 release:

- Optimized icon dimensions throughout Genesys Widgets.
- WebChat Widget can now show **system alerts** due to **message inactivity detected on the chat session**.

[+] The following new features were introduced in the 8.5.008.11 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 8.5.008.10 release:

- This release includes only resolved issues.

[+] The following new features were introduced in the 8.5.008.08 release:

- Additional parameters to **Search** Widget.
- When initiating a new interaction, **Callback** and **Send Message** Widgets can now send additional UserData relevant to Genesys Web Engagement and Engagement Manager.
- **Sidebar** widget is now available, for mobile and desktop browsers, enabling users to trigger any widget from a customizable list of Widgets icons.
- Support for building Customized WebChat Registration Forms.
- Anonymous Chat: based on Customized WebChat Registration Form, you can now start a Chat session by providing a Nickname value instead of First Name and Last Name.
- Additional event metadata for improved event handling.
- Support for Microsoft Edge desktop browser. See "Browser Support for: Genesys Widgets (Customer-Facing) User Interface" on the **Supported Operating Environment: eServices** page for more detailed information and a list of all supported browsers.

[+] The following new features were introduced in the 8.5.007.03 release:

- WebChat widget now exposes a new parameter, **maxLength** to limit the length of messages sent during a chat session.
- A new webchat configuration option, **disableWebSockets** has been added to enable and disable the use of websockets when connecting to GMS via CometD.
- WebChat CometD configuration option now arranges all WebChat CometD options inside an object named cometD. This provides a more organized, and easy to understand set of options specific to cometD in WebChat. See **WebChatService Configuration** for more details.

[+] The following new feature was introduced in the 8.5.006.07 release:

- Redesigned Genesys Widgets with new icons and Genesys logo to align with new Genesys branding.

Genesys Widgets 9.0.x Readme

[+] Additional Resources

Genesys Customer Care links:

- [Genesys Care Support Guide for On-Premises](#)
- [Genesys Customer Care website](#)

Licensing:

- [Genesys Licensing Guide](#)
- Licensing section of the [Genesys Migration Guide](#)

Information on supported hardware and third-party software is here:

- [Supported Operating Environment Reference](#)
- [Genesys Supported Media Interfaces Guide](#)
- [Genesys Interoperability Guide](#)

[+] Read the Legal Notices

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Third Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your customer care representative if you have any questions. The following list describes specific third-party code and functionality for this product:

- jQuery v3.5.1 (<https://jquery.com/>)
- JQuery TextFill 0.6.0 (<https://github.com/jquery-textfill/jquery-textfill>)
- JQuery Cookie Plugin v1.4.1
- (UPGRADED to v2.2.0 - Name Changed to "JavaScript Cookie" - <https://github.com/js-cookie/js-cookie>)
- JQuery OmniWindow plugin @version: 1.0.0
- JQuery attrchange v1.0.1 (<https://github.com/meetselva/attrchange/>)
- URI.js v1.17.0
- Micro-Template.js v0.1.2 (<http://cho45.github.com/mit-license>)
- International Telephone Input v9.0.9 (<https://github.com/jackocnr/intl-tel-input.git>)
- promise-polyfill (<https://github.com/taylorhakes/promise-polyfill>)
- CometD v4.0.3 (<https://github.com/cometd/cometd-javascript>)
- Handlebarsjs v4.7.7 (<https://handlebarsjs.com>)
- marked.js v0.6.0 (<https://marked.js.org>)

Genesys Widgets 9.0.x Product Alerts

The following information applies to Genesys 9.0.x software and is important for you to note.

[+] Show Product Alerts

- The following regions have been added to the list of **CDN URLs**: Canada, UK (London), and Seoul.
- The legacy version of the **Offers** Widget has been deprecated as of version **9.0.015.11**. Offers is now embedded in the existing **Engage** Widget. If you're currently using the legacy Offers widget and need help, please reach out to your Genesys representative.
- As announced in version **9.0.010.02**, customers must migrate to new CDN URLs, as the legacy URLs at app.genesys.cloud are now disabled, and will not be kept up to date with any later versions.