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Widgets Reference

Configuration

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Configuration

Description

Callback and CallbackService share the configuration namespace '_genesys.widgets.callback'. Callback has UI options while CallbackService has connection options.

Example

```

window._genesys.widgets.callback = {
  apikey: 'n3eNkgXXXXXXXXXXXXXXXXXA',
  dataURL: 'http://host:port/genesys/1/service/callback/samples',
  userData: {},
  countryCodes: true,
  immediateCallback: true,
  scheduledCallback: true,
  ewt: {
    display: true,
    queue: 'chat_ewt_test',
    threshold: 2000,
    immediateCallback: {
      thresholdMin: 1000,
      thresholdMax: 3000
    }
  }
};

```

Options

Name	Type	Description	Default	Required	Introduced / Updated
countryCodes	boolean	Enable/disable display of country codes for phone number.	true	n/a	
immediateCallback	boolean	Enable/disable the immediate (As Soon As Possible) callback option.	true	n/a	
scheduledCallback	boolean	Enable/disable the scheduling	true	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		(Pick date & time) callback option.			
form	object	An object containing a custom registration form definition. The definition placed here becomes the default registration form layout for Callback. See Customizable Callback Registration Form	A basic registration form is defined internally by default	n/a	
ewt.display	boolean	To display Estimated Wait Time (EWT) details.	true	n/a	
ewt.queue	string	EWT service channel virtual queue.	none	Always required if Estimated Waiting Time has to be displayed.	
ewt.threshold	number	If EWT is less than this threshold value (seconds), wait time will not be shown.	30	n/a	
ewt.refreshInterval	number	Wait time is updated for every time interval (seconds) defined here.	10	n/a	
ewt.immediateCallback	boolean	If EWT is less than this minimum threshold value (seconds), then 'As Soon As Possible' option (Immediate Callback) will be disabled. This value	none	n/a	9.0.002.06

Configuration

Name	Type	Description	Default	Required	Introduced / Updated
		should be configured less than or equal to above ewt.threshold value.			
ewt.immediateCallback	boolean	If EWT is more than this maximum threshold value (seconds), then 'As Soon As Possible' option (Immediate Callback) will be disabled.	none	n/a	9.0.002.06