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Widgets Reference

Metadata

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Metadata

Interaction Lifecycle

Every Callback interaction has a sequence of events we describe as the 'Interaction Lifecycle'. This is a sequence of events that tracks progress and choices from the beginning of an interaction (opening Callback), to the end (closing Callback), and every step in between.

The following events are part of the Interaction Lifecycle:

- ready
- opened
- started
- submitted
- cancelled
- completed
- closed

Lifecycle Scenarios

An Interaction Lifecycle can vary based on each user's intent and experience with Callback. Here are several sequences of events in the lifecycle that correspond to different scenarios.

The user opened Callback but changed their mind and closed it without entering any information:

ready -> opened -> cancelled -> closed

The user started filling out the form but closed Callback without submitting the callback request:

ready -> opened -> started -> cancelled -> closed

The user started filling out the form and submitted it successfully:

ready -> opened -> started -> submitted -> completed -> closed

Tip

For a list of all Callback events, see [API Events](#).

Metadata

Each event in the Interaction Lifecycle includes the following block of metadata. By default, all values

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are set to false. As the user progresses through the lifecycle of a Callback interaction, these values will be updated.

The metadata block contains boolean state flags, counters, timestamps, and elapsed times. These values can be used to track and identify trends or issues with callback interactions. During run-time, the metadata can help you offer a smart and dynamic experience to your users.

Reference

Name	Type	Description	Introduced / Updated
proactive	boolean	Indicates Callback was offered and accepted proactively.	
prefilled	boolean	Indicates the form was prefilled with info automatically.	
autoSubmitted	boolean	Indicates the form was submitted automatically, usually after being prefilled.	
errors	array/boolean	An array of error codes encountered after submitting the form. If no errors, this value will be false.	
form	object	An object containing the form parameters when the form is submitted.	9.0.002.06
opened	integer (timestamp)	Timestamp indicating when Callback was opened.	
started	integer (timestamp)	Timestamp indicating when the user started entering information into the form.	
cancelled	integer (timestamp)	Timestamp indicating when the callback request is cancelled. Cancelled refers to when a user abandoned the interaction by closing Callback before scheduling a callback.	
completed	integer (timestamp)	Timestamp indicating when the callback request was sent successfully.	
closed	integer (timestamp)	Timestamp indicating when Callback was closed.	

Name	Type	Description	Introduced / Updated
elapsed	integer (milliseconds)	Total elapsed time in milliseconds from when the user started entering information to when the user cancelled or completed the interaction.	