



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Widgets Reference

API Commands

Contents

- 1 API Commands
 - 1.1 configure
 - 1.2 schedule
 - 1.3 availability

API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. Below we'll quickly register a new plugin on the bus using the global bus object.

Important

The global bus object is a debug tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see [Widgets Extensions](#) for more information about extending Genesys Widgets.

```
var oMyPlugin = window._genesys.widgets.bus.registerPlugin('MyPlugin');  
oMyPlugin.command('CallbackService.schedule', {  
    userData: {},  
    firstname: 'Bob',  
    lastname: 'Jones',  
    email: 'b.jones@mail.com',  
    subject: 'product questions',  
    desiredTime: '2017-04-04T00:24:17.804Z',  
    phonenumber: '4151110000'  
});
```

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget's configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

schedule

Schedule a callback service with the GMS callback schedule API.

Example

```
// If using Callback API v1  
oMyPlugin.command('CallbackService.schedule', {
```

```
        userData: {}
        firstname: 'Bob',
        lastname: 'Jones',
        email: 'b.jones@mail.com',
        subject: 'product questions',
        desiredTime: '2017-03-03T00:24:17.804Z',
        phonenumber: '4151110000'
    });

// If using Callback API v3
oMyPlugin.command('CallbackService.schedule', {

    userData: {},
    serviceName: 'service' // service name from callback API v3 version,
    firstname: 'Bob',
    lastname: 'Jones',
    email: 'b.jones@mail.com',
    subject: 'product questions',
    desiredTime: '2017-03-03T00:24:17.804Z',
    phonenumber: '4151110000'

});
```

Options

Option	Type	Description
firstname	string	Receive a Call entry Form Data: 'firstname'.
lastname	string	Receive a Call entry Form Data: 'lastname'.
phonenumber	string	Receive a Call entry Form Data: 'phonenumber'.
subject	string	Receive a Call entry Form Data: 'notes'.
email	string	Receive a Call entry Form Data: 'email'.
desiredtime	string	The preferred desired time user would like to get the callback scheduled. Time should be in UTC format.
userData	object	Arbitrary data that is to be attached with callback schedule. Properties defined here will be merged with default userData set in the configuration object. If Genesys Web Engagement (GWE) is enabled, this userData also includes visitID, globalVisitID and pageID.
serviceName	string	Service Name of Callback API to

Option	Type	Description
		be passed if the apiVersion is v3.

Resolutions

Status	When	Returns
resolved	When server confirms callback is scheduled	200 OK AJAX Response - Schedule Callback For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	When selected timeslot is not available	400 Bad Request AJAX Error Response - Refer to error responses under Schedule Callback For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	When AJAX exception occurs	429 Too Many Requests AJAX Error Response - Refer to error responses under Schedule Callback For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	When server exception occurs	500 Internal Server Error Response - Refer to error responses under Schedule Callback For Callback API v3, refer to 'Responses' in Schedule Callback V3
rejected	When no form data is found to schedule callback	'No data found to schedule callback'

availability

Get the list of available callback timeslots via GMS callback service.

Example

```
// If using Callback API v1
oMyPlugin.command('CallbackService.availability', {
    startDate: '2017-04-03T00:24:17.804Z',
    numberOfDays: '5',
    maxTimeSlots: 20
}).done(function(e){
    // CallbackService successfully showing availability
}).fail(function(e){
    // CallbackService failed to show availability
});

// If using Callback API v3
oMyPlugin.command('CallbackService.availability', {
    serviceName: 'service' // service name from callback API v3 version,
    startDate: '2017-04-03T00:24:17.804Z',
    numberOfDays: '5',
    maxTimeSlots: 20
}).done(function(e){
    // CallbackService successfully showing availability
}).fail(function(e){
    // CallbackService failed to show availability
});
```

Options

Option	Type	Description
startDate	string	The start date is specified in ISO 8601 format, using UTC as the timezone (yyyy-MM-ddTHH:mm:ss.SSSZ).
endDate	string	The end date is specified in ISO 8601 format, using UTC as timezone (yyyy-MM-ddTHH:mm:ss.SSSZ). If neither endDate nor numberOfDays is specified, the end date is assumed to be the same as the start date.
numberOfDays	string	Used as an alternative to the end date. If neither endDate nor numberOfDays is specified, the

Option	Type	Description
		end date is assumed to be the same as the start date.
maxTimeSlots	number	The maximum number of time slots to be included in the response.
serviceName	string	Service Name of Callback API to be passed if the apiVersion is v3.

Resolutions

Status	When	Returns
resolved	When server confirms the list of available callback timeslots	200 OK AJAX Response - Query Callback Availability For Callback API v3, refer to 'Responses' in Availability Callback V3
rejected	When timeslots are not available for selected period	400 Bad Request AJAX Response - Refer to error responses under Query Callback Availability For Callback API v3, refer to 'Responses' in Availability Callback V3
rejected	When AJAX exception occurs	400 Bad Request AJAX Response - Refer to error responses under Query Callback Availability For Callback API v3, refer to 'Responses' in Availability Callback V3
rejected	When server exception occurs	500 Internal Server Error Response - Refer to error responses under Query Callback Availability For Callback API v3, refer to 'Responses' in Availability Callback V3
rejected	When no query data is found	'No query parameters passed for callback availability service'