

GENESYS

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

ChannelSelector

Contents

- 1 ChannelSelector
 - 1.1 Overview
 - 1.2 Usage
 - 1.3 Customization
 - 1.4 Namespace
 - 1.5 Mobile Support
 - 1.6 Screenshots



- Configuration
- Localization
- API Commands
- API Events

Overview

The ChannelSelector widget provides a configurable list of channels as an entry point for customers to contact customer service. In additional to showing multiple channels, ChannelSelector can show the Estimated Wait Time (EWT) for each channel when configured. You can also configure channels to hide or show as disabled based on EWT value. Channels are not limited to Genesys Widgets, you can add your own custom channels to launch applications or open new windows as necessary.

See the screenshots below and visit the configuration page for more information.

Usage

ChannelSelector can be launched manually by the following methods:

- Calling the command "ChannelSelector.open"
- Create your own custom button or link to open ChannelSelector (using the "ChannelSelector.open" command)

Important

By default ChannelSelector has no channels configured. The UI will appear empty if not configured. Please see the configuration for examples and information on how to setup your own custom channels.

Customization

All static text shown in the ChannelSelector Widget is fully customizable and localizable by adding entries into your configuration and localization options.

ChannelSelector supports Themes. You may create and register your own themes for Genesys Widgets.

Namespace

Channel Selector plugin has the following namespaces tied-up with each of the following types.

Туре	Namespace
Configuration	channelselector
i18n - Localization	channelselector
CXBus - API Commands & API Events	ChannelSelector
CSS	.cx-channel-selector

Mobile Support

ChannelSelector supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop & Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for smartphones. When a smartphone is detected, ChannelSelector switches to special full-screen templates that are optimized for both portrait and landscape orientations.

Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

"Dark" Theme



Desktop overlay view showing EWT available



Desktop overlay view showing EWT maximum & unavailable



Desktop overlay view showing EWT minimum



Desktop overlay view showing Co-browse channel



Mobile full-screen view in landscape orientation showing EWT available



Mobile full-screen view in landscape orientation showing EWT maximum & unavailable



Mobile full-screen view in landscape orientation showing EWT maximum



Mobile full-screen view in landscape orientation showing EWT minimum



Mobile full-screen view in portrait orientation showing EWT available



Mobile full-screen view in portrait showing EWT maximum & unavailable



Mobile full-screen view in portrait orientation showing EWT maximum



Mobile full-screen view in portrait orientation showing EWT minimum

"Light" Theme

.

.

۲	8	8		
No. inc.	100100	No. of Concession, Name	helder	10.000

Desktop overlay view showing EWT available



Desktop overlay view showing EWT maximum & unavailable

	6	8	
****	-		

Desktop overlay view showing EWT minimum



Desktop overlay view showing Co-browse channel

.

Mobile full-screen view in landscape orientation showing EWT available



Mobile full-screen view in landscape orientation showing EWT maximum & unavailable

Live Assistance No estimation provide	*
💬 🖬 Tara an Ing	
S atta	
States and a	
nameters and the second s	

•

•

.

Mobile full-screen view in landscape orientation showing EWT maximum

Love Assistance New well you for a get a well?	×
Contraction and the second	
Sata	
Statemental Alternation	
Names distants	

Mobile full-screen view in landscape orientation showing EWT minimum

Live Assistance Recently a Bringt Initial?	×
() an in	
C are	
Statustat	
Television and the second second	
August Streets	

Mobile full-screen view in portrait orientation showing EWT available

Contraction	Production P	Uve Applotance Necesity a finite previous?	×
Contraction	Contrasting Contra	Contraction and the second	
Section a Call	Name a lat Transmissioners Sectores Transmissioners T		
		Station a fait	
ter Change		Section.	

Mobile full-screen view in portrait showing EWT maximum & unavailable



Mobile full-screen view in portrait orientation showing EWT maximum

Live Assistance No collysition proved?	×
C Alter Antes	
C Africa	
States and	
for the second s	
Average Contents	

.

Mobile full-screen view in portrait orientation showing EWT minimum