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Widgets Reference

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Configuration

Description

ChannelSelector shares the configuration namespace '_genesys.widgets.channelselector'. ChannelSelector has UI options to enable/disable channels, hide channels, add new channels, and display Estimated Wait Time (EWT) details. All the channels are displayed based on the array of objects order defined in channels config. To hide a particular channel, simply remove the corresponding array object.

Important

EWT can only be configured for WebChat, Callback, ClickToCall, and CallUs channels. It may not be applicable for other channels. If configured for Send Message channel, it will always be shown as available regardless of any EWT value.

Example

```
window._genesys.widgets.channelselector = {
  ewtRefreshInterval: 10,
  channels: [{
    enable: true,
    clickCommand: 'CallUs.open',
    displayName: 'Call Us',
    i18n: 'CallusTitle',
    icon: 'call-outgoing',
    html: '<img src=\'http://placeholder.it/100x100\'>',
    ewt: {
      display: true,
      queue: 'callus_ewt_test_eservices',
      availabilityThresholdMin: 300,
      availabilityThresholdMax: 480,
      hideChannelWhenThresholdMax: false
    }
  },
  {
    enable: true,
    clickCommand: 'WebChat.open',
    displayName: 'Web Chat',
    i18n: 'ChatTitle',
    icon: 'chat',
    html: '',
    ewt: {
```

```

        display: true,
        queue: 'chat_ewt_test_eservices',
        availabilityThresholdMin: 300,
        availabilityThresholdMax: 480,
        hideChannelWhenThresholdMax: false
    },
    {
        enable: true,
        clickCommand: 'SendMessage.open',
        displayName: 'Send Message',
        i18n: 'EmailTitle',
        icon: 'email',
        html: ''
    },
    {
        enable: true,
        clickCommand: 'Callback.open',
        displayName: 'Receive a Call',
        i18n: 'CallbackTitle',
        icon: 'call-incoming',
        html: '',
        ewt: {
            display: true,
            queue: 'callback_ewt_test_eservices',
            availabilityThresholdMin: 300,
            availabilityThresholdMax: 480,
            hideChannelWhenThresholdMax: false
        }
    },
    {
        enable: true,
        name: 'CoBrowse',
        clickCommand: 'CoBrowse.open',
        displayName: 'Co-browse',
        i18n: 'CobrowseTitle',
        icon: 'cobrowse',
        html: ''
    }
}];

```

Options

Name	Type	Description	Default	Required
ewtRefreshInterval	number	EWT is updated for every time interval (seconds) defined here.	10	n/a
channels[].enable	boolean	Enable/disable a channel.	true	n/a
channels[].clickCommand	string	The CXBus command name for opening a particular widget	none	Always

Name	Type	Description	Default	Required
		when this channel is clicked on.		
channels[].displayName	string	A channel name to display on ChannelSelector Widget.	none	Always
channels[].i18n	string	To support localization of channel display name, this takes a key parameter of channelselector section in language pack file. Overrides above displayName.	none	n/a
channels[].icon	string	Select from one of the Genesys Widgets icons by specifying icon css class name.	none	Always
channels[].html	string	Overrides and replaces the icon section of a channel with the html (image tag) defined here.	none	n/a
channels[].ewtdisplay	boolean	To display EWT details.	true	n/a
channels[].ewt.queue	string	EWT service channel virtual queue.	none	Always
channels[].ewt.availabilityThreshold	integer (seconds)	If EWT is greater than 0 min and less than this minimum threshold value (in minutes), then the EWT is shown with a yellow warning icon. Note: Comparison is made after converting the threshold value in seconds to minutes.	300	n/a
channels[].ewt.availabilityThreshold	integer (seconds)	If EWT is greater	480	n/a

Name	Type	Description	Default	Required
		than this minimum threshold value (in minutes) and less than the maximum threshold value (in minutes), then the EWT is shown with a red alert icon. Note: Comparison is made after converting the threshold value in seconds to minutes.		
channels[].ewt.hideChannelWhenThresholdExceeded	boolean	Hides this channel when EWT is greater than the maximum threshold value.	true	n/a