Widgets Reference

API Events

4/2/2025

API Events

Once you've registered your own plugin on the bus, you can subscribe and listen for published events. 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.subscribe('Engage.ready', function(e){});
```

Name	Description	Data	Introduced / Updated
ready	The Engage Widget is initialized and ready to accept commands on the bus.	n/a	
opened	The Engage Widget has opened. Note: Applicable only to Engage.offer command	Metadata	9.0.015.04
CTA	When the user clicks on the CTA button in Engage Widget. Note: Applicable only to Engage.offer command	Metadata	9.0.015.04
hover	When the user first hovers over the Engage Widget. Note: Applicable only to Engage.offer command	Metadata	9.0.015.04
dismissed	When the user closes the Engage Widget by	Metadata	9.0.015.04

Name	Description	Data	Introduced / Updated
	clicking on the close button. `Note: Applicable only to Engage.offer command`		
closed	The Engage Widget has closed. `Note: Applicable only to Engage.offer command`	Metadata	9.0.015.04