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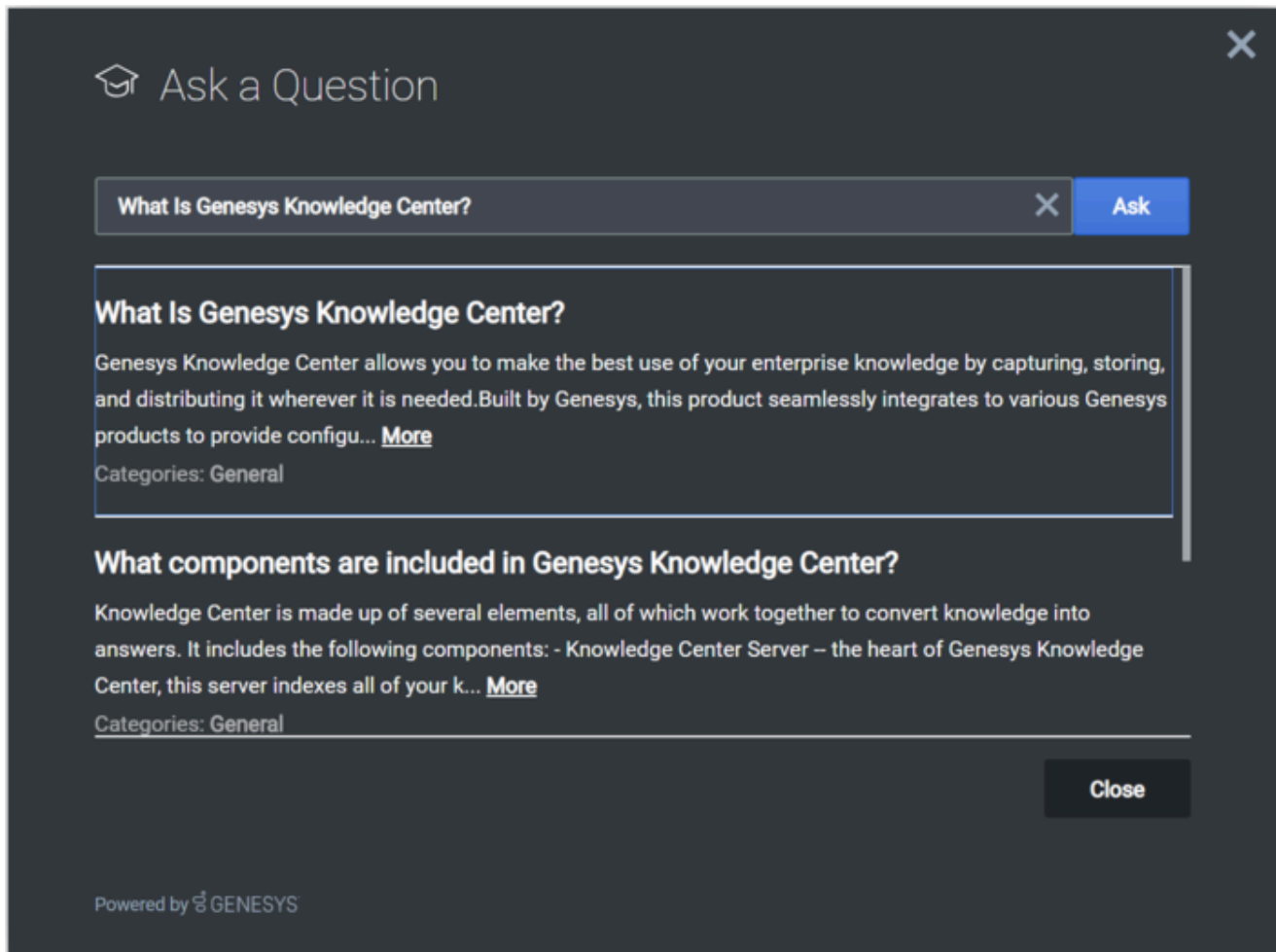
Widgets Reference

[Search](#)

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Search



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Overview

Important

Search Widget is available starting from the 8.5.004.09 version of the Genesys Widgets

The Search widget allows a customer to address his question to the corporate knowledge. The UI appears within the page. Customers can ask a question (search), review provided results, and provide feedback on whether the results addressed the problem.

Usage

Search can be launched manually by the following methods:

- Calling the **command** "Search.open"
- Enable the built-in launcher button for Search that appears on the right side of the screen
- Create your own custom button or link to open Search (using the "Search.open" command)

Namespace

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

Type	Namespace
Configuration	knowledgecenter.search
i18n - Localization	knowledgecenter
CXBus - API Commands & API Events	Search
CSS	.cx-search

Deployment Notes

Search Configuration

Genesys Search utilizes the Genesys Knowledge Center Server Knowledge API.

For more information on Genesys Knowledge Center and its APIs, please see the following links:

- [Genesys Knowledge Center documentation](#)
- [Knowledge API](#)
- [Genesys Knowledge Center Developer's Guide](#)

Can I open the Search Widget with search results pre-populated?

The Search Widget allows "Search.open" command to execute with optional parameter "question" which contains the initial question the Search Widget needs in order to pre-populate answers.

Customization

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

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

Mobile Support

Search 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, Search switches to special fullscreen templates that are optimized for both portrait and landscape orientations.

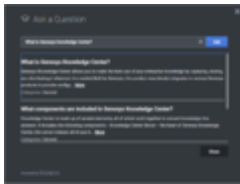
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

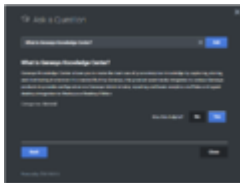
"Dark" Theme



Desktop Search Widget with contextual help when typing



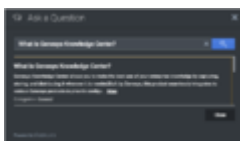
Desktop Search Widget showing search results



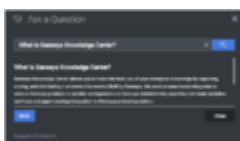
Desktop Search Widget showing document details



Mobile fullscreen view in portrait orientation showing search results



Mobile fullscreen view in landscape orientation showing search results



Search

Mobile fullscreen view in
landscape orientation showing
document details

"Light" Theme



Desktop Search Widget with
contextual help when typing



Desktop Search Widget showing
search results



Desktop Search Widget showing
document details



Mobile fullscreen view in portrait
orientation showing search
results

Search



Mobile fullscreen view in
landscape orientation showing
search results



Mobile fullscreen view in
landscape orientation showing
document details