Widgets Reference

SendMessageService

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Overview

SendMessageService exposes a high-level API for utilizing Genesys send message services. You can use these services for sending a message to customer service on the front-end or for developing your own custom SendMessage widgets. Rather than developing a custom messaging UI and using the REST API directly, using SendMessageService drastically simplifies integration and greatly improves reliability, features, and compatibility on the bus for all widgets.

Usage

SendMessageService and the matching SendMessage widget work together right out of the box and they share the same configuration object. Using SendMessage uses SendMessageService.

You can also use SendMessageService as a high-level API using bus commands and events to build your own SendMessage widget.

Namespace

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

Type	Namespace
Configuration	sendmessage
CXBus - API Commands & API Events	SendMessageService

Customization

SendMessageService has no customization options. It is meant as a plug-n-play type of plugin and works as-is.