



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

API Commands

Contents

- [1 API Commands](#)
 - [1.1 configure](#)
 - [1.2 getStats](#)

API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. 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.command('StatsService.getStats');
```

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget's configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

Example

```
oMyPlugin.command('StatsService.configure', {  
    ewt:{  
        apikey: '12345',  
        dataURL: 'http://localhost:8080/foo/bar'  
    },  
    ajaxTimeout: 10000  
}).done(function(e){  
    // StatsService configured successfully  
}).fail(function(e){  
    // StatsService failed to configure  
});
```

Options

Option	Type	Description
ewt.apikey	string	Apigee Proxy secure token
ewt.dataURL	URL String	URL of GMS server
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout.

Resolutions

Status	When	Returns
resolved	When configuration options are provided and set	n/a
rejected	When no configuration options are provided	'Invalid configuration'

getStats

Make a request to Genesys Stats server to fetch EWT details.

Example

```
oMyPlugin.command('StatsService.getStats', {
  group: 'EWT',
  vqName: 'chat_ewt_test_eservices',
  mode: 'urs2'
}).done(function(e){
  // StatsService got stats successfully
}).fail(function(e){
  // StatsService failed to get stats
});
```

Options

Option	Type	Description
group	string	Mention specific group name you would like to request like EWT,

Option	Type	Description
		etc.
vqName	string/array	Specify a single virtual queue name as a string or a list of virtual queue names as an array. EWT will be fetched only for these virtual queues specified here. If nothing is specified, EWT will be fetched for all the available virtual queues.
mode	string	Specify EWT mode. This will vary based on apiVersion . Refer to mode configuration option for possible values.

Resolutions

Status	When	Returns
resolved	When server returns EWT data	(AJAX Response Object)
rejected	When server fail request fails	'EWT request failed due to unknown reason'
rejected	When no EWT dataURL provided	'Invalid EWT configuration'