



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

Configuration

Contents

- 1 Configuration
 - 1.1 Description
 - 1.2 Example
 - 1.3 Options

Configuration

Description

StatsService share the configuration namespace '_genesys.widgets.stats'. StatsService has connection settings to fetch EWT details from each channel.

Example

```
window._genesys.widgets.stats = {  
    ajaxTimeout: 3000,  
    ewt: {  
        dataURL: 'http://10.0.0.121:7777/genesys/1/service/ewt-for-vq',  
        apiKey: 'n3exxxxxXREBMjGxxxx8VA',  
        apiVersion: 'v1',  
        mode: 'urs2'  
    }  
};
```

Options

Name	Type	Description	Default	Required	Accepted Values
ajaxTimeout	number	Number of milliseconds to wait before AJAX timeout	3000	n/a	n/a
ewt.apikey	string	Apigee Proxy secure token. If apiVersion is v3, this holds the x-api-key value.	n/a	Yes, if using Apigee Proxy. or v3 API.	n/a
ewt.dataURL	URL String	URL to the API endpoint for Estimated Wait Time (EWT)	n/a	Always	n/a
ewt.apiVersion	string	Version of EWT API.	'v1'	Yes, if using GMS EWT v2 or EWT v3 dataURL	'v1', 'v2', 'v3'

Name	Type	Description	Default	Required	Accepted Values
		Note: This value determines the version of EWT API in GMS/v3. That is: 'v1' - GMS EWT v1 'v2' - GMS EWT v2 'v3' - EWT v3 Only GET request type with virtual queue name as query parameters are supported.			
ewt.mode	string	EWT mode parameter for GMS/v3 API. This value will vary based on the above apiVersion.	Will vary based on the above apiVersion as shown below. 'urs2' for 'v1' 'ewt2' for 'v2' 'mode2' for 'v3'	n/a	'urs', 'urs2' or 'stat' for 'v1' 'ewt1', 'ewt2' or 'ewt3' for 'v2' 'mode1', 'mode2' or 'mode3' for 'v3'