GENESYS™

API Reference

Chat JS API

5/5/2025

Chat JS API

The Genesys Chat API lets you control all aspects of the chat session, using either the Genesys Chat Widget, or creating a chat widget of your own:

- Chat Widget JS API — Use this API to implement or customize the Genesys Chat Widget.
- Chat Service JS API — Use this API to control the chat session or create your own chat widget.