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Developer's Guide

Notification

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Notification

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The Notification Agent provides the browser with the asynchronous notification of the engagement offer by opening an engagement invite. It opens the engagement window.

To implement notification, you simply include the Notification Service JS script in you web pages. This short piece of regular JavaScript activates monitoring and notification functions by inserting one of the following scripts into the page: **GT.min.js**, **GTC.min.js**, **GPE.min.js**. The script depends on your requirements — see [Configuring the Instrumentation Script](#) for details. The JavaScript asynchronously loads the application into your pages, which means that Notification Service JS does not block other elements on your pages from loading.

Basic Configuration

The simplest way to get the Notification Service JS for your site is by using the Genesys Web Engagement Plug-in for Genesys Administrator Extension. All you have to do is select the **Load Engagement Script** option in the **Script Generator** window to include notification in the generated script. See [Generating the Instrumentation Script](#) for details.

Important

If you plan to use Web Engagement chat, make sure to include the Chat JS Application script into your web pages, as well. See [Engagement](#) for details.

Advanced Configuration

Once you generate the script, you can use it as is or implement the advanced configuration options to configure the script to suit your requirements. See [Configuring the Instrumentation Script](#) for details.

Notification Service REST API

You can use the Notification Service REST API to reach your entire user base quickly and effectively with notifications that are delivered to your web pages. For details, see [Notification Service REST API](#) in the API Reference.