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Workspace Web Edition Developer's Guide and API Reference

System Namespace

System Namespace

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Methods

The System namespace includes the following methods:

- `getAllowedServices`
- `triggerActivity`
- `closeToast`
- `popupToast`
- `updateToast`

getAllowedServices

Signature	<code><static> getAllowedServices() → {Array.<string>}</code>
Description	Gets the list of allowed services, as determined by the Security Configuration . If the domain of the web application that calls this method isn't listed in the service-client-api.accepted-web-content-origins option, then this method fails.
Returns	<code>Array.<string></code>

triggerActivity

Signature	<code><static> triggerActivity()</code>
Description	Triggers a fake activity to prevent the inactivity timer from closing the agent session.

popupToast

Signature	<code><static> popupToast(parameters) → {string}</code>		
Description	Pops up a new custom toast.		
Parameters	Name	Type	Description
	title	string	The title
	iconUrl	string	The URL of the icon you want to display in the title bar of the custom toast popup.
	subject	string	Optional. The subject

Signature	<static> popupToast(parameters) → {string}		
	Name	Type	Description
	message	string	Optional. The message
	keyValues	string	Optional. JSON object used to fill the key value pair list. For example: {"key1" ; "value one", "key2" ; "value two", "key3" ; "value three"}.
	buttons	Array.<string>	Optional. Each character string in this array becomes a button.
	buttonShowDismiss	boolean	Optional. If set to true, displays the Show and Dismiss buttons and pops up the current iframe if the Show button is pushed. If set to false, displays "OK" or custom buttons based on the parameter's buttons.
	autoCloseTimeout	number	Optional. If set to greater than 0, the popup is automatically closed after the specified milliseconds.
	sendToMyMessage	object	Optional. If set to true, sends the subject , iconUrl , title ,

Signature	<static> popupToast(parameters) → {string}		
	Name	Type	Description
			keyValues , and message parameters to the MyMessage panel.
Returns	A unique identifier		

updateToast

Signature	<static> updateToast(id, parameters) → {boolean}				
Description	Updates the specified toast.				
Parameters	Name	Type	Description		
	id	string	The identifier of the toast to update. The identifier is returned by the popupToast method.		
	parameters	object	Name	Type	Description
			title	string	The title
iconURL			string	The URL of the icon you want to display in the title bar of the custom toast popup.	
		subject	string	Optional. The	

Signature	<static> updateToast(id, parameters) → {boolean}		
	Name	Type	Description
			subject.
	message	string	Optional. The subject.
	keyValues	Object	Optional. JSON object used to fill the key value pair list. For example: {"key1" : "value one", "key2" : "value two", "key3" : "value three"}.
	buttonArray	Array<string>	Each character string in this array becomes a button.
	buttonDismiss	boolean	If set to true, displays Show and Dismiss buttons and pops up the current iframe

Signature	<static> updateToast(id, parameters) → {boolean}		
	Name	Type	Description
			if the Show button is pushed. If set to false, displays "OK" or custom buttons based on the parameter's buttons.
Returns	true if the toast has been updated; false if the toast identifier has not been found.		

closeToast

Signature	<static> closeToast(id) → {boolean}		
Description	Closes the specified toast.		
Parameters	Name	Type	Description
	id	string	The identifier of the toast to close. The identifier is returned by the popupToast method.
Returns	true if the toast has been updated; false if the toast identifier has not been found.		