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Widgets

9.0.000.08

12/19/2025

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9.0.000.08

9.x

Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/07/18	General		Platform Independent			

What's New

This release contains the following new features and enhancements:

- The new **Offers Widget** is now available to offer advertising or marketing content to site visitors, and redirect to the appropriate URL. Multiple content layouts are available, including the capability to show text, images, and embed video from external sources such as YouTube and Vimeo.
- Widgets is updated with new, improved Agent icon.
- Search Widget is updated with new, improved icon.
- The new design of the Chat Widget provides improved usability:
 - New input area and Send button to submit new messages
 - Easier access to in-app Chat features like File Transfer, Emojis and Co-browse
 - New Chat avatars and Chat bubbles layout
 - Improved Inactivity Timeout handling
 - New character counter which highlights when 10 or fewer characters remain

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Widgets](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Improved error messages in the Callback Widget. Previously, in certain instances, the Callback Widget was not displaying the error dialog box. (CXW-1306)

Improved ESC key accessibility in the Callback Widget. Previously, in certain instances, the Widgets UI would disappear after pressing the ESC key. (CXW-1302)

Optimized callback scheduling in the Callback Widget. Previously, in the Callback widget, when "As soon as possible" was selected, the variable `_desired_time` was wrongly sent to the server in the network request. (CXW-1283)

Corrected the display of the Emoji menu after restoring chat. Previously, in certain instances, the use of emojis was enabled when reconnecting after a connection was lost, even though this feature was not enabled in the configuration. (CXW-1257)

Upgrade Notes

Welcome to Genesys Widgets 9.0! This release includes many new features and improvements to Genesys Widgets and we encourage you to upgrade from your 8.5.x release to 9.0.000.08 as there are no special procedures required to do so.