GENESYS

Widgets

9.0.002.06

5/12/2025

Contents

9.0.002.06

9.x

Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/18	General		Platform Independent			

What's New

This release contains the following new features and enhancements:

- The new Engagement Widget is now available to support use cases for Proactive Engagements triggered by Altocloud.

- Each widget now publishes a new **Interaction Lifecycle Event** ("submitted") whenever a form is submitted by a visitor. This event includes standard lifecycle metadata including the **Form Registration** data submitted by a visitor when starting a new interaction (WebChat, SendMessage, Callback, and ClickToCall). This can be used for more accurate client-side JavaScript logic alongside other Interaction Lifecycle Events published by Widgets.

- The Authorization header sent by WebChat over HTTP(s) can now be configured to support an organization's security and authentication gateways. Support includes standard REST mode and CometD (long-polling) mode. Authorization Header is not supported over WebSockets transport.

- Introduced support for Knowledge Center 9.0, in addition to Knowledge Center 8.5.

- Asynchronous Chat mode was added to the WebChat and WebChatService plugins. This mode allows for chat sessions to be started, left, and continued at a later time. To support async mode, chat session data must be stored and restored by the host website, according to the host's security policies and capabilities.

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:

In order to maintain backward compatibility in the new Callback Widget, re-introduced a feature which enables the display of the **Immediate Callback** option if the Estimated Waiting Time (EWT) falls within the range of the defined threshold. (CXW-1584)

The EWT display no longer becomes hidden in certain instances. Previously, when prefilling the ClickToCall form using the **ClickToCall.open** command, the display might become hidden. (CW-1533)

The Launcher sample page has been updated to include the ClickToCall widget. (CXW-1529)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.06.