GENESYS™

Widgets

9.0.006.02

12/22/2025

Contents

9.0.006.02

9.x

Widgets Release Notes

Release Date	Release Type	Restrictions
10/25/18	General	

Widgets is platform-independent software. You can deploy the installation package on any operating system that Widgets supports.

What's New

This release contains the following new features and enhancements:

- This release of Widgets introduces support for Quick Replies, as part of Rich Messaging Templates. Quick Replies are predefined visual elements (chips) offered to users during a Chat session, and act as a shortcut for textual answers.

- Genesys Widgets now supports Deployment IDs. This allows you to specify multiple configurations, each with a unique deployment ID that prevents cookies and other session data from carrying over to a page with a different deployment ID. For example, you can use one deployment ID for your public site and one deployment ID for users who are logged in, to prevent an authenticated chat from restoring after the user logs out.

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:

Callback Widget now correctly shows the selected country code for the phone number field. Previously, deleting a phone number from the callback entry would also remove the country code and it could not be re-added. (CXW-1828)

Cross-browser compatibility has now been optimized for Callback Widget. (CXW-1889)

The `originalMessage` sub-property now contains the original, unaltered message data from the server. Previously, the event `WebChat.messageReceived` returned the wrong value for the sub-property. (CXW-1907)

Upgrade Notes

- If you are subscribing to the `WebChat.messageReceived` event and are reading the value of the sub-property `originalMessage` from its return data, this value has changed to contain the original unaltered JSON message object from the server.