GENESYS™

Widgets

9.0.017.11

5/12/2025

Contents

9.0.017.11

Widgets Release Notes

9.x

Release Date	Release Type	Restrictions
10/23/20	Update	

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the Webchat Widget, using the Firefox browser, the color contrast between the *Type your message here* placeholder text and the background is now adequate. Previously, the color contrast was not adequate, and did not meet the minimum 3:1 contrast ratio. (CXW-167)

In the Webchat Widget, when the user performs minimize/maximize actions by pressing **Enter**, the screen reader now reads only the widget status. Previously, the form fields were read by the screen reader whenever the widget was minimized/maximized. (CXW-161)

The **WebChatService.getTranscript** command now returns valid transcript data when the chat ends. Previously, the command returned an empty transcript. (CXW-157)

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

In the Callback Widget, form submission is now successful *only* if the date and time are selected along with other required fields when the **immediateCallback** configuration option is set to `false`. Previously, the user was able to submit the form successfully with the same configuration, without providing the date and time. (CXW-131)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.11.