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Widgets Reference

WebChat

Contents


- [1 WebChat](#)
 - [1.1 Overview](#)
 - [1.2 Usage](#)
 - [1.3 Deployment Notes](#)
 - [1.4 Customization](#)
 - [1.5 Namespace](#)
 - [1.6 Mobile Support](#)
 - [1.7 Screenshots](#)



WebChat


 **Live Chat** — ✕

**will be with you shortly. In
meantime, can I assist you with
any questions you may have?
Please type a question into the
input field below.**
2:37 PM

agent will be with you shortly ...
2:37 PM

John Doe
Hi
2:37 PM 

Type your message here  

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- [Configuration](#)
- [Localization](#)
- [API Commands](#)
- [API Events](#)

Overview

The WebChat widget allows a customer to start a live chat with a customer service agent. The UI appears within the page and follows the customer as they traverse your website. Customers can also initiate a Co-browse session with the agent directly from WebChat (Co-browse license and configuration required). Other features include minimize/maximize, auto-reconnect, and a built-in invite feature.

Usage

WebChat can be launched manually by the following methods:

- Calling the **command** "WebChat.open"
- Configuring **ChannelSelector** to show WebChat as a channel
- Enable the built-in launcher button for WebChat that appears on the right side of the screen
- Create your own custom button or link to open WebChat (using the "WebChat.open" command)

Deployment Notes

WebChat Configuration

Genesys WebChat utilizes the Genesys Mobile Services (GMS) Chat API v2. For the purposes of chat, GMS can be installed in Chat-only mode (without Cassandra).

Chat Service Configuration in GMS

In order to configure your chat service in GMS, please follow these [instructions](#).

Important

The GMS configuration section referring to your chat service must follow the Chat v2 conventions. For example, if you want a chat service called "mychatservice", your configuration section must be called "chat.mychatservice" (not

"service.mychatservice", as was the case for Chat v1 services).

For more information on configuring chat support in GMS, please see the following links:

- [Chat API Version 2](#)
- [Setting Chat Dependencies](#)
- [Configuration Options Reference](#)

Can I modify the Chat Registration Form?

Yes, Chat Registration Form is customizable by defining your own form elements, thus bypassing the default registration form. For implementation, see [Customizable Chat Registration Form](#).

Customization

All static text shown in the WebChat Widget are fully customizable and **localizable** by adding entries into your **configuration** and **localization** options.

WebChat supports Themes. You may create and register your own themes for Genesys Widgets.

Namespace

WebChat plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	webchat
i18n - Localization	webchat
CXBus - API Commands & API Events	WebChat
CSS	.cx-webchat

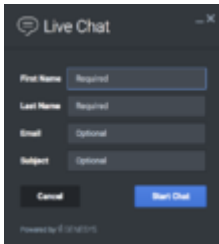
Mobile Support

WebChat supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop & Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for smartphones. When a smartphone is detected, WebChat switches to special fullscreen templates that are optimized for both portrait and landscape orientations.

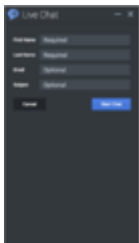
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

Screenshots

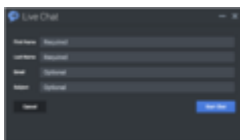
"Dark" Theme



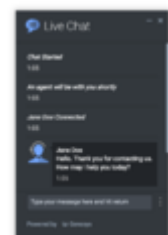
Desktop docked view showing form



Mobile fullscreen view in portrait orientation showing form



Mobile fullscreen view in Landscape orientation showing form



Desktop docked view showing transcript

WebChat



Mobile fullscreen view in portrait orientation showing transcript



Mobile fullscreen view in landscape orientation showing transcript

"Light" Theme



Desktop docked view showing form

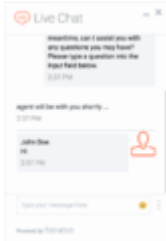


Mobile fullscreen view in portrait orientation showing form

WebChat



Mobile fullscreen view in Landscape orientation showing form



Desktop docked view showing transcript



Mobile fullscreen view in portrait orientation showing transcript



Mobile fullscreen view in landscape orientation showing transcript