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Widgets Reference

Configuration

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Configuration

Description

SendMessage and SendMessageService share the configuration namespace '_genesys.widgets.sendmessage'. SendMessage has UI options while SendMessageService has connection options.

Example

```

window._genesys.widgets.sendmessage = {
  apikey: 'n3eNkXXXXXXXXXXXXX',
  dataURL: 'http://host:port/genesys/2/email',

  SendMessageButton: {
    enabled: true,
    template: <div class='cx-icon' data-icon='email'></div>,
    effect: 'fade',
    openDelay: 1000,
    effectDuration: 300
  }
};

```

Options

Name	Type	Description	Default	Required	Introduced / Updated
formValidation	boolean	Enable/Disable browser form validations. Note: This option is not applicable when custom forms are used.	true	n/a	
uploadsEnabled	boolean	Show/Hide the Attach Files link in the UI, will	true	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		be shown if the value is set to true. This enables or disables the file upload feature.			
SendMessageButton.enabled	boolean	Enable/Disable Send Message button on screen. Note: In case of running Widgets in lazy load mode, this option requires SendMessage plugin to be pre-loaded .	false	n/a	
SendMessageButton.template	string	Custom HTML string template for Send Message button	<pre><div class='cx-widget cx-send-message-button cx-side-button' data-message='SendMessageButton' data-gcb-service-node='true'></div></pre>	n/a	
SendMessageButton.effect	string	Type of animation effect when revealing Send Message button ('slide' or 'fade').	fade	n/a	
SendMessageButton.openDelay	number	Number of	1000	n/a	

Name	Type	Description	Default	Required	Introduced / Updated
		milliseconds before displaying send message button on screen.			
SendMessageButtonEffectDuration	effectDuration	Length of animation effect in milliseconds.	300	n/a	
form	object	An object containing a custom registration form definition. The definition placed here becomes the default registration form layout for SendMessage. See Customizable SendMessage Registration Form	A basic registration form is defined internally by default	n/a	9.0.014.01