

# Widgets — Web Chat & Web Messenger

Topic	Detail
Navigation (Web Messenger)	<code>Admin → Message → Messenger Configurations</code> and <code>Messenger Deployments</code>
Navigation (Web Chat v2)	<code>Admin → Contact Center → Widgets</code>
Purpose	Provide a chat interface on websites connecting customers to Genesys Cloud agents
Modern Standard	Web Messenger — persistent, asynchronous
Legacy	Web Chat v2 — session-based

## Web Messenger (Modern Standard)

Web Messenger offers a **persistent, asynchronous** experience — customers can leave the website and return later with their full conversation history still intact.

Component	Description
Messenger Configurations	Defines look and feel — color palette, logo, features (file uploads, emojis, read receipts)
Messenger Deployments	Links a Messenger Configuration to an <b>Architect Inbound Message Flow</b> — this is where routing is assigned
Deployment Snippet	JavaScript code pasted into the website <code>&lt;head&gt;</code> or <code>&lt;body&gt;</code> to render the chat icon
Deployment ID	Unique GUID identifying which configuration the website loads
Allowed Domains	Security whitelist — only URLs listed here can render the widget

## Web Chat v2 (Legacy)

Strictly **session-based** — if the customer refreshes or closes the browser tab, the chat session is lost.

Widget Type	Description
Standard	Simple chat window provided by Genesys
Third-Party	Uses Genesys as the routing engine while a completely custom UI is built by developers

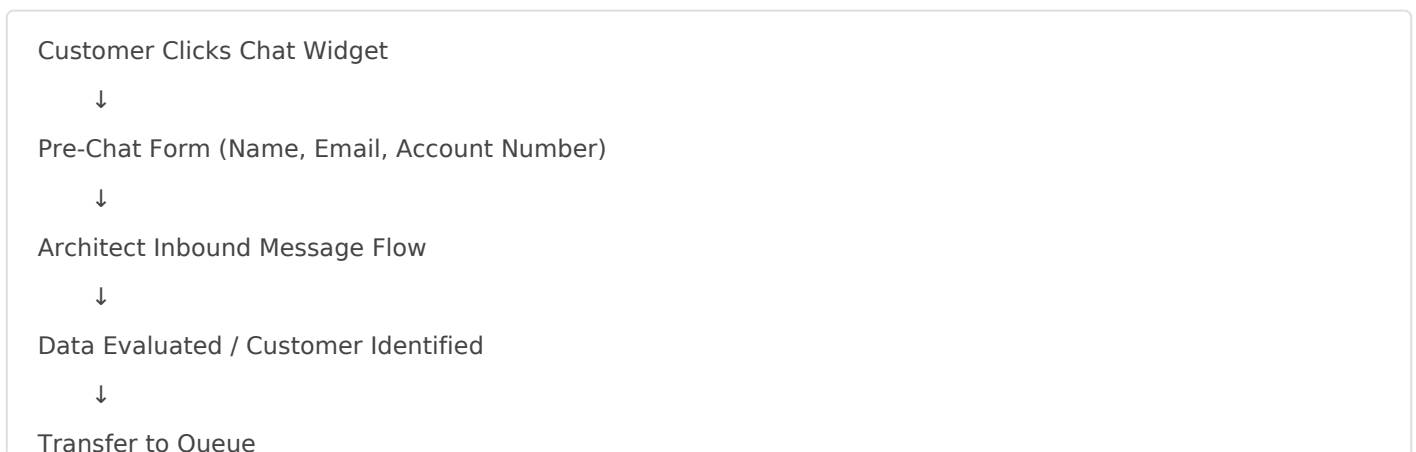
## Widget Features

Both versions support the following controls:

Feature	Description
File Uploads	Enable/disable customer ability to send images or documents
Typing Indicators	Shows when the agent or customer is typing
Read Receipts	Informs users when messages have been seen
Guest Chat	Allows unauthenticated chat, or require login to pull CRM data automatically
Pre-Chat Form	Collects Name, Email, Account Number before routing — data passed into Architect flow for intelligent routing

## Routing Logic

Widgets do **not** send chats directly to agents. They route to an **Architect Inbound Message Flow** first. The flow processes pre-chat form data and routes to the correct queue.





Agent

# Deployment Steps (Web Messenger)

1. Navigate to `Admin → Message → Messenger Configurations`
2. Create a configuration — set branding, colors, features
3. Navigate to `Admin → Message → Messenger Deployments`
4. Create a deployment — link configuration to an Architect Inbound Message Flow
5. Add **Allowed Domains** (whitelist your website URLs)
6. Copy the **Deployment Snippet** (JavaScript)
7. Paste the snippet into the website's `<head>` or `<body>`

Connect to a chat flow:

**Route to Flow**

Your routing will be configured on the website. Use chat flows to better manage routing behavior.

Search by name

Save

Cancel

Deployment key generated:

## Widget Type

**Version 2** Supports Predictive Engagement.

## Deployment Key



9df5714c-5da6-41c5-8432-8ce9bc144887

## Allowed Domains

*This widget is allowed on all domains.*

### Widget Name

Test Widget

### Description

Description

### Widget Type

- Version 2**  
Supports Predictive Engagement.
- Version 1.1**  
Supports authenticated chat and HTTP chat APIs. This does not support Predictive Engagement.
- Version 1.0**  
Supports authenticated chat, screen sharing, and co-browse. This does not support Predictive Engagement.
- Third Party**  
Support for web chat widgets not developed by Genesys. This does not support Predictive Engagement.

### Allowed Domains



*This widget is allowed on all domains.*

# Technical Reference

Component	Detail
Snippet	JavaScript placed in <code>&lt;head&gt;</code> or <code>&lt;body&gt;</code> of the website
Deployment ID	Unique GUID — identifies which configuration loads
Allowed Domains	Must whitelist all URLs where the widget appears
Persistence	Web Messenger supports Persistent or Clearing Conversation session modes

## Web Messenger vs. Web Chat v2

Feature	Web Messenger	Web Chat v2
Session type	Persistent / asynchronous	Session-based (lost on refresh)
Conversation history	Retained across sessions	Lost when session ends
Routing	Architect Inbound Message Flow	Architect Inbound Chat Flow
Status	Current standard	Legacy — still supported
Customization	Full branding via Messenger Config	Limited

## Interview Cheat Sheet

Question	Answer
What is the modern widget standard?	Web Messenger — persistent and asynchronous
What happens to a Web Chat v2 session on page refresh?	The session is lost
What does the Deployment ID identify?	Which Messenger Configuration loads on the website
What must be configured for security?	Allowed Domains whitelist
Where does the widget route interactions?	To an Architect Inbound Message Flow, not directly to agents
What is a Pre-Chat Form used for?	Collecting customer data before routing for intelligent queue assignment

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