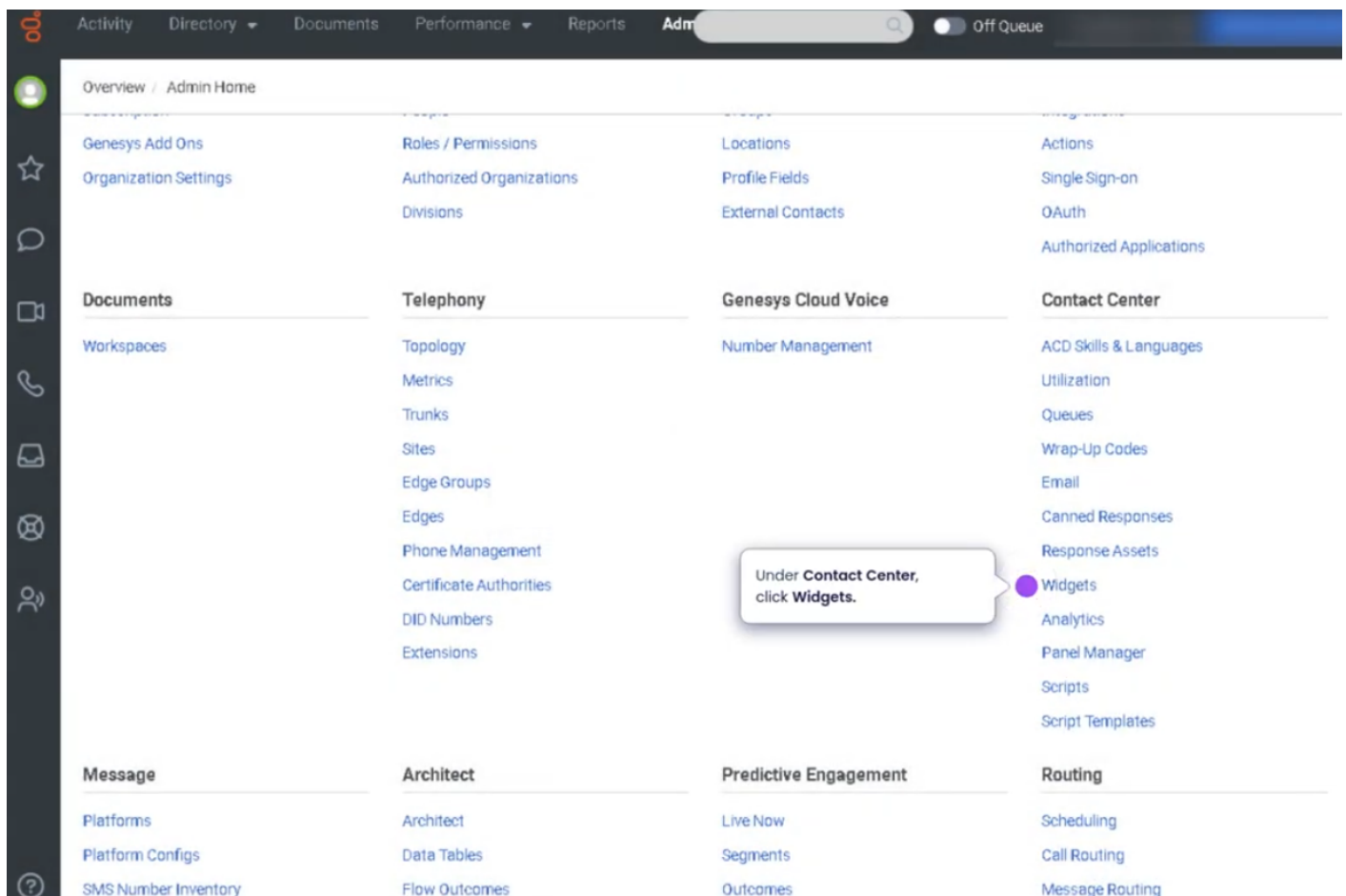


Genesys Cloud - How to - Contact Center - Create widget for web chat



Activity Directory Documents Performance Reports Adm Off Queue

Contact Center / Widgets

ACD Skills & Languages

Utilization

Queues

Wrap-Up Codes

Email

Canned Responses

Response Assets

Create Widget **Click Create Widget.**

Widget deployment:

Name	Deployment Key	Flow Routing	Widget

Activity Directory Documents Performance Reports Adm Off Queue

Contact Center / Widgets

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Widgets

Analytics

Panel Manager

Scripts

Script Templates

Widget Name

Enter a **Name** for the deployment.

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.

ACD Skills & Languages

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Script Templates

Widget Name

Test Widget

Description

Enter a Description for the deployment.

Widget Type

- Version 2**
Supports Predictive Engagement.
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Allowed Domains ⓘ





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Widget Name

Test Widget

Description

Test description

Widget Type

Select Version 2.



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.

Save

Cancel

Delete



- ACD Skills & Languages
- Utilization
- Queues
- Wrap-Up Codes
- Email
- Canned Responses
- Response Assets
- Widgets**
- Analytics
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Allowed Domains

This widget is allowed on all domains.

Optionally, Specify the domain(s) from which to initiate web chat. Click **Add Domain**.

Route to Flow

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

- ACD Skills & Languages
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- Widgets**
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Allowed Domains

Enter domain (hit **+**) **+**

Add **Cancel**

Enter an allowed domain, for example, `https://www.example.com`.

This widget is allowed on all domains.

Route to Flow

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

Save **Cancel** **Delete**

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Allowed Domains



Click Add.

://www.testdomain.com|

This widget is allowed on all domains.

Route to Flow

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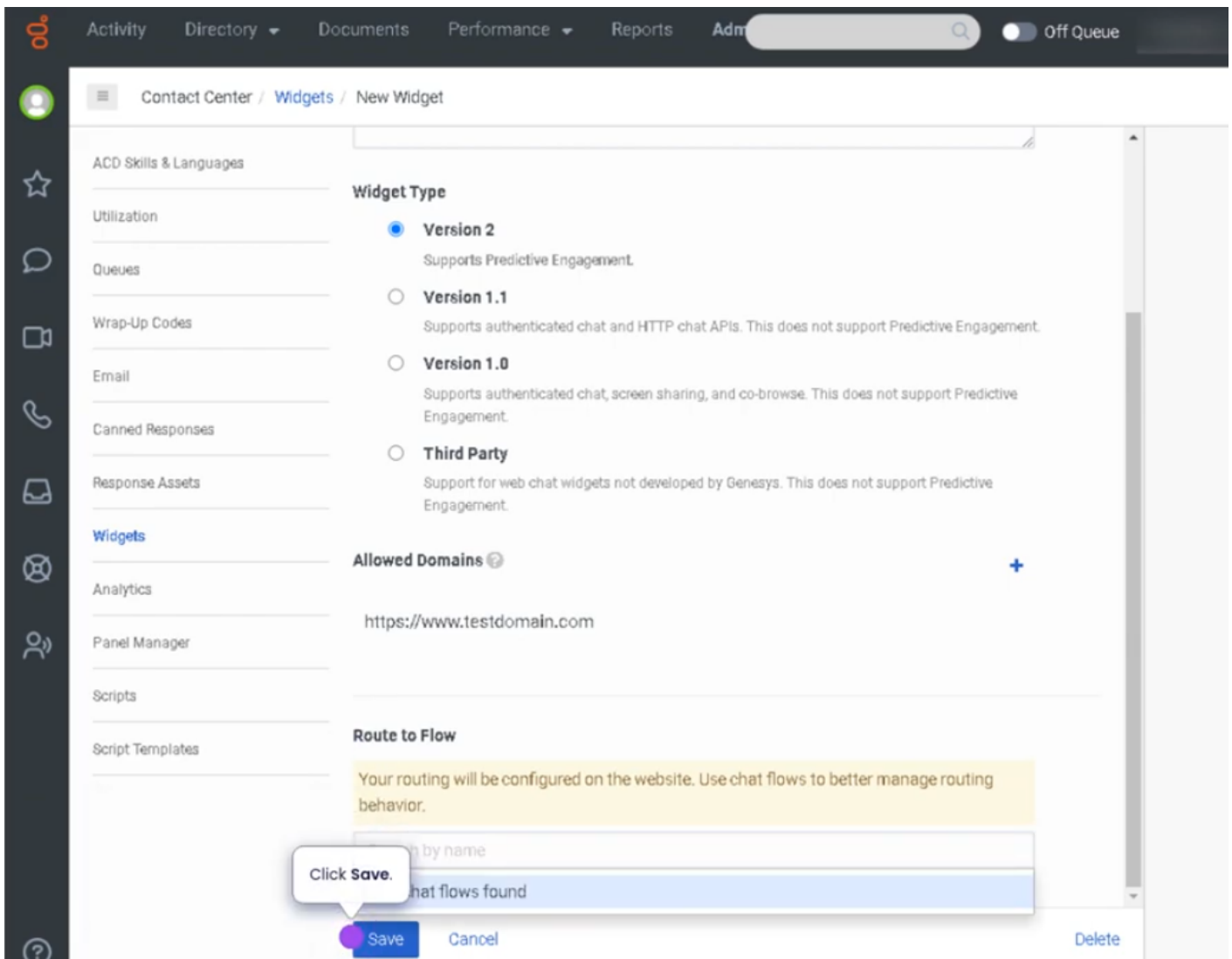
Allowed Domains ? +

https://www.testdomain.com

Route to Flow

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

Optionally, to connect the widget to a chat flow, search for and select a chat flow under **Route to Flow**.



Create a Widget for Web Chat (Genesys Cloud)

Summary

Creating a **Web Chat Widget** in Genesys Cloud allows organizations to embed a **chat interface on their website** so customers can communicate directly with support agents. The widget provides a simple way for visitors to start a conversation with the contact center without making a phone call.

Once configured, the widget connects to **Genesys Cloud chat flows and queues**, allowing interactions to be routed through the **ACD (Automatic Contact Distribution) system**. Customers initiate chat from the website, and agents handle the interaction within the **Agent Workspace**.

Utilization

Use Case	Description
Website customer support	Customers can chat with agents directly from a website
Pre-sales assistance	Sales teams assist customers browsing products or services
Technical support	Users receive help with troubleshooting or product questions
Customer engagement	Organizations offer real-time help during online sessions
Omnichannel support	Chat integrates with other interaction channels such as voice, email, and messaging

Web chat widgets provide a **convenient and accessible way for customers to communicate with support teams in real time.**

Best Practices

Practice	Reason
Customize the widget to match brand design	Provides a consistent user experience
Configure proper chat routing to queues	Ensures chats reach the correct team
Use pre-chat forms when necessary	Collects useful information before starting the conversation
Set clear business hours for chat availability	Prevents customer frustration when agents are unavailable
Test the widget before publishing on the website	Ensures proper functionality and routing
Monitor chat performance metrics	Helps improve response times and service quality

Example Scenarios

Scenario 1 – Customer Initiates Web Chat

Customer visits company website



Customer clicks chat widget



Chat session starts



Chat interaction routed to support queue



Agent accepts and responds

Scenario 2 – Pre-Chat Information Collection

Customer opens chat widget



Pre-chat form asks for name and issue



Customer submits form



Interaction routed to appropriate queue



Agent begins conversation with context

Scenario 3 – Website Sales Assistance

Customer browsing product page



Customer opens chat widget



Customer asks product questions



Agent provides information and guidance

Key Benefits

Benefit	Explanation
Real-time customer support	Customers receive immediate assistance
Improved customer engagement	Website visitors can easily contact support
Omnichannel integration	Chat interactions integrate with Genesys Cloud routing
Efficient interaction handling	Agents manage chats alongside other channels
Enhanced customer experience	Reduces friction compared to phone support

Revision #2

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