

Widget installation for webchat



To display a widget on your website you need to add some javascript to the webpage(s).

Copy one of the example scripts, edit it following the instruction below. For a simple running version just adapt the **src** and **data-connector-id**. Images should be stored on the your website.

That script needs to be pasted after the **</body>** tag of the page where you want to display it.

Variable	Default Value	Possible Values	Context
Connection to LeadDesk			
<i>src</i>	None	Based on your customer zone: NOR → https://ld-webchat.leaddesk.com/nor-production-main.js CEU → https://ld-webchat.leaddesk.com/ceu-production-main.js QED → https://ld-webchat.leaddesk.com/qed-production-main.js CE2 → https://ld-webchat.leaddesk.com/ce2-production-main.js	Mandatory. Link the matching webchat connector.
<i>data-connector-id</i>	None	Paste the connector id from the inbound route	Mandatory. Link to the inbound route.
Chat location: Where will the chat be displayed on the page			
<i>data-chat-location-horizontal</i>	right	"left" or "right"	Horizontal position of the chat on the webpage.
<i>data-chat-location-vertical</i>	bottom	"bottom" or "top"	Vertical position of the chat on the webpage.
<i>data-chat-margin-horizontal</i>	25px	In pixels or other CSS units (em, %, vh, etc.)	Margin to the border set in data-chat-location-horizontal.
<i>data-chat-margin-vertical</i>	0px	In pixels or other CSS units (em, %, vh, etc.)	Margin to the border set in data-chat-location-vertical.
Chat icon: have an icon for the minimized chat (recommended)			
<i>data-use-chat-icon</i>	true	"true" or "false"	If set to true, the widget is shown as a small icon when closed. If set to false, the widget is shown in the format of the header.
<i>data-chat-icon-url</i>	https://files.leaddesk.com/LD.svg	URL of the image	The image used for the minimized view should be stored on the customer website. Works only if <i>data-use-chat-icon</i> is true.
<i>data-chat-icon-background</i>	"" (empty string)	Color in hexadecimal format. eg "#1e156a"	The color of chat icon background (keep empty if transparent background is required).
<i>data-chat-icon-width</i>	64px	In pixels (px)	Width of the icon. Works only if <i>data-use-chat-icon</i> is true.
<i>data-chat-icon-height</i>	64px	In pixels (px)	Height of the icon. Works only if <i>data-use-chat-icon</i> is true.
<i>data-chat-icon-internal-size</i>	50%	In pixels or other CSS units (em, %, vh, etc.)	Size of the internal graphic element of the chat icon (the icon itself, not its parent container).
<i>data-chat-icon-shape</i>	16 16 16 16	In pixels (px). First value is top left and then it goes clockwise	Borders radius. Works only if <i>data-use-chat-icon</i> is true.
<i>data-chat-icon-position</i>	bottom: 20px; right: 25px;	"left" or "right" in pixels and, separated by a semicolon, "bottom" or "top" in pixels (order not important)	Position of the minimized chat when using the icon. Works only if <i>data-use-chat-icon</i> is true.
Chat widget appearance			

<i>data-width</i>	360px	In pixels or other CSS units (em, %, vh, etc.)	Width of the widget. If not set default is 360px.
<i>data-height</i>	550px	In pixels or other CSS units (em, %, vh, etc.)	Height of the widget. If not set default is 550px.
<i>data-theme-color</i>	#1e156a	Color in hexadecimal format	Main color. Used in the header.
<i>data-accent-color</i>	#1e156a	Color in hexadecimal format	Used on the send button, scrollbar, etc. Consider using the same as <i>data-theme-color</i> .
<i>data-background-color</i>	#fefefe	Color in hexadecimal format	Background color. Keep it neutral, white or grey work best.
<i>data-background-image-url</i>	"" (empty string)	URL of the image	Use an image for the background. Only for advanced use, patterns are best.
<i>data-background-repeat</i>	no-repeat	"repeat" or "no-repeat"	Works only if <i>data-background-image-url</i> is set. More details: https://www.w3schools.com/cssref/pr_background-repeat.asp
<i>data-background-position</i>	center	"center" if "no-repeat" is set on <i>data-background-repeat</i> . Otherwise "top left". These are recommendation more options exist.	Works only if <i>data-background-image-url</i> is set. More details: https://www.w3schools.com/cssref/pr_background-position.asp
<i>data-background-size</i>	cover	"auto" if "no-repeat" is set on <i>data-background-repeat</i> . Otherwise "cover". These are recommendation more options exist.	Works only if <i>data-background-image-url</i> is set. More details: https://www.w3schools.com/cssref/css3_pr_background-size.asp
<i>data-background-transparency</i>	1	0 (transparent) to 1 (actually defining opacity)	Have a transparent background.
<i>data-widget-shape</i>	16 16 0 0	In pixels. First value is top left and then it goes clockwise	Borders radius.
<i>data-shadows</i>	"0 5px 10px -3px rgba(40,40,40,.1)"	Requires a specific set of values (check the link in the description). Only modify this if you have CSS + design knowledge.	Shadows cast by the widget. Warning: this will apply also to bubbles, header etc. More details: https://www.w3schools.com/cssref/css3_pr_box-shadow.asp
<i>data-show-widget-borders</i>	false	"true" or "false"	Defines if the widget has borders or not. If set to true, the widget borders have mild shadowing and the borders are slightly visible.
<i>data-enable-high-contrast-option</i>	true	"true" or "false"	Hide high contrast option.
<i>data-enable-font-size-option</i>	true	"true" or "false"	Hide buttons to change font size.
Header			
<i>data-header-exists</i>	true	"true" or "false"	Header of the widget. Recommended.
<i>data-header-menu-elements</i>	"download_transcript, delete_conversation, end_chat"	"download_transcript", "delete_conversation", "end_chat", "none"	Comma-separated list of header menu elements. Omitting this attribute or using an empty value defaults to showing all menu elements.
<i>data-customer-logo-url</i>	https://files.leaddesk.com/LD.svg	URL of the image	Logo on the left side of the header. Works only if <i>data-header-exists</i> is true.
<i>data-customer-logo-width-percentage</i>	10	Percentage	Define the width for the <u>container</u> of the logo not the logo size itself. Works only if <i>data-header-exists</i> is true.
<i>data-customer-logo-side-margins</i>	10	In pixels (px)	Margin on the left and right side of the logo. Works only if <i>data-header-exists</i> is true.
<i>data-title</i>	Customer Service	Text	Title of the widget. Works only if <i>data-header-exists</i> is true.
<i>data-title-alignment</i>	center	"left", "right" or "center"	Title horizontal alignment. Works only if <i>data-header-exists</i> is true.
<i>data-title-text-color</i>	#FFFFFF	Color in hexadecimal format	Title color. Change it if <i>data-theme-color</i> is too bright. Works only if <i>data-header-exists</i> is true.
<i>data-widget-font</i>	Arial	Options are: Arial, Helvetica, Times New Romana, Times, Courier New, Courier, Verdana, Georgia, Palatino, Garamond, Bookmark, Trebuchet MS, Arial Black, Impact.	Defines the font of the header title.
<i>data-widget-font-size</i>	18	In pixels (px)	Font size for the title. Works only if <i>data-header-exists</i> is true. Note: update via Builder is only reflected on window resize.

Chat content (avatars, bubbles, buttons)			
<i>data-show-avatar</i>	true	"true", "false"	Toggles avatar (bot icon) next to the chat bubble.
<i>data-bot-icon-url</i>	https://files.leaddesk.com/ChatbotIcon.svg	URL of the image	Avatar for the chatbot.
<i>data-agent-icon-url</i>	https://files.leaddesk.com/AgentIcon.svg	URL of image	Avatar for agents.
<i>data-bot-icon-width</i>	38	In pixels (px)	Chatbot/agent avatars width.
<i>data-bot-icon-height</i>	38	In pixels (px)	Chatbot/agent avatars height.
<i>data-bot-icon-border-radius</i>	50	In pixels, 1 to 4 values. If all 4 values are present, first value is top left and then it goes clockwise	Chatbot/agent avatars' borders radius.  Profile picture border radius is applied only to the parent container. Does not work properly (10.03.2023).
<i>data-bubble-corners</i>	10 10 0 10	In pixels. First value is top left and then it goes clockwise	Bubbles' borders radius. Bubbles appear as mirrored. By default setting "10 10 0 10" sets bot's answer bubble sharp on the bottom left, and visitor message bubble sharp from bottom right. Other corners are rounded.
<i>data-chat-bubble-bot-color</i>	#F1F2F6	Color in hexadecimal format	Bot's bubble background color.
<i>data-chat-bubble-agent-color</i>	#F1F2F6	Color in hexadecimal format	Agent's bubble background color.
<i>data-contact-background-color</i>	#e4e6f9	Color in hexadecimal format	Contact's (user's) bubble background color.
<i>data-input-font</i>	Trebuchet MS	Options are: Arial, Helvetica, Times New Romana, Times, Courier New, Courier, Verdana, Georgia, Palatino, Garamond, Bookmark, Trebuchet MS, Arial Black, Impact.	Defines the font in the bubbles <u>and the input area</u> .
<i>data-input-font-size</i>	14	In pixels (px)	Defines the font size in the bubbles <u>and the input area</u> .
<i>data-button-font</i>	Trebuchet MS	Options are: Arial, Helvetica, Times New Romana, Times, Courier New, Courier, Verdana, Georgia, Palatino, Garamond, Bookmark, Trebuchet MS, Arial Black, Impact.	Defines the font in the speech bubbles <u>and on the "send" button</u> .
<i>data-button-font-size</i>	14	In pixels (px)	Defines the size of the text in all buttons.
<i>data-chat-corners</i>	50	In pixels, 1 to 4 values. If all 4 values are present, first value is top left and then it goes clockwise	Buttons' borders radius.
<i>data-disable-chat-on-buttons</i>	true	"true" or "false"	If set to "true", user is forced to use buttons when answering a question with buttons options.
<i>data-welcome-text</i>	None	Text	Defines text shown in a welcome bubble.  Welcome bubble is not shown properly (10.03.2023)
Input area (where contacts type messages in)			
<i>data-placeholder</i>	Write your message here...	Text	Placeholder for the input where contacts type messages in.
<i>data-button-label</i>	"" (empty string)	Text	Text of the button. Leave empty to use the icon, see below.
<i>data-send-icon-url</i>	https://files.leaddesk.com/sendIcon.svg	URL of the image	Icon for the send button.
Disclaimer (shown above the conversation and before it starts)			
<i>data-disclaimer-background-color</i>	#1e156a	Color in hexadecimal format	Background color. Warning: color of the text is white and can't be changed (yet) so use a color dark enough.

<i>data-disclaimer-text</i>	"Conversations will be saved to our database!"	Text with html formatting, ⚠️ replace " by ' in attributes used. eg "Check out our privacy policy for more details"	Defines the text that the bot will present in the disclaimer box. This box appears below the header and can be closed by clicking the x on the top right. This is a good place for a security policy link, for example. Disclaimer is not shown if empty.
Footer			
data-show-getjenny-reference	true	"true" or "false"	Defines whether footer is displayed or not.
data-footer-text	Powered by LeadDesk	Text	Footer text. Only works if data-show-getjenny-reference is set to "true".
data-footer-url	https:// www.leaddesk.com/	URL for the potential link	If set, clicking the footer open the link. Only works if data-show-getjenny-reference is set to "true".
data-footer-color	#B7B7B7	Color in hexadecimal format	Font color of the footer. Only works if data-show-getjenny-reference is set to "true".
Timeout behavior			
<i>data-timeout</i>	300 (seconds, i.e. 5 minutes)	Number, minimum 1 (second)	<p>Timeout in seconds after which conversation token is cleared. Webchat history is cleared only if "data-clear-history-on-timeout" is true. Timeout resets on the following User Activities:</p> <ul style="list-style-type: none"> ▪ Visitor sends a message ▪ Visitor sends an attachment ▪ Visitor refreshes the page ▪ Visitor clicks End chat > Continue chat (i.e. cancels the action) ▪ Visitor clicks Delete conversation > Keep conversation (i.e. cancels the action) <p>Visitor receiving messages of any kind (from Agents or Chatbots) does not reset the timeout because they are not actions Visitor made.</p> <p>If value is invalid, timeout will not happen.</p> <p>If timeout triggers, Widget will automatically send an Agent a regular message to let them know that the conversation was ended due to inactivity:</p> <ul style="list-style-type: none"> ▪ fi: Keskustelu suljettiin automaattisesti, koska vierailija ei lähettänyt enää uusia viestejä. ▪ en: Webchat Widget has ended the chat automatically because of visitor inactivity. <p>Timeout does not close a conversation. Agents can still handle (and receive) them for possible post-conversation actions.</p> <p>⚠️ Notice: If the timeout is set to too low, website Visitors may experience webchats being cleared too early.</p>
data-timeout-message-text	fi: Keskustelu suljettiin automaattisesti, koska emme havainneet uusia viestejä. en: Chat was ended automatically because of inactivity.	Text	<p>Message to be shown to Visitors if timeout triggers.</p> <p>⚠️ Notice: Due to technical limitations in terms of localization, using the data-timeout-message-text would effectively override the localized messages.</p>

<code>data-warning-timeout</code>	null (this is an opt-in feature)	Number, minimum 1 (second), has to be less than <code>data-timeout</code>	<p>Timeout warning in seconds after which a warning message is shown to Visitors. Timeout resets on the same User Activities than in <code>data-timeout</code>.</p> <p>Visitor receiving messages of any kind (from Agents or Chatbots) does not reset the warning timeout because they are not actions Visitor made.</p> <ul style="list-style-type: none"> If value is unset, warning timeout will not happen (opt-in feature). If value is invalid, warning timeout will not happen. If <code>data-timeout</code> value is invalid, warning timeout will not happen either. <p>⚠ Notice: If the warning timeout is set to too low, website Visitors may experience inconveniences.</p>
<code>data-timeout-warning-text</code>	fi: Oletko vielä täällä? en: Are you still here?	Text	<p>Warning message to be shown to Visitors if timeout triggers.</p> <p>⚠ Notice: Due to technical limitations in terms of localization, using the <code>data-timeout-warning-text</code> would effectively override the localized messages.</p>
<code>data-clear-history-on-timeout</code>	false	"true" or "false"	<p>Controls if timeout should clear the webchat history.</p> <p>When this value is "true" and the inactivity timeout event happens, the Widget will show Visitor an additional message, effectively instructing Visitor to refresh or close the page to clear webchat history from browser logs. Technically those logs are Websocket logs but this detail is irrelevant to the Visitor. Websocket logs cannot be deleted by code. The message is currently uncustomizable without code changes but it translates into two languages:</p> <p>en (default): Please refresh or close the page to clear webchat history from browser logs.</p> <p>fi: Päivitä tai sulje sivu poistaaksesi keskustelun selaimen muistista.</p>
Widget behaviour			
<code>data-open-chat-on-load</code>	false	"true" or "false"	Auto open the chat on load.
<code>data-bot-subsequent-message-delay</code>	2	In seconds	time (in seconds) for controlling the delay between showing subsequent bot messages
<code>data-auto-open-time</code>	5	In seconds	Time before opening the widget.
<code>data-bot-reply-delay</code>	0.3	In seconds	Delay between bot answers.
<code>data-reclickable-buttons</code>	false	"true" or "false"	Defines if buttons sent by the agent can be clicked by user for submitting reply more than once.
<code>data-target-element</code>	"" (empty string)	1 or the value is not set at all	<p>Defines if the widget is embedded.</p> <ul style="list-style-type: none"> If this is not set, the widget will be floating. If the value is 1, it will be embedded.

<i>data-fixed-size</i>	true	"true" or "false"	<p>Defines if the embedded widget size is dynamic or fixed.</p> <ul style="list-style-type: none"> If "false", the widget will be dynamic. If "true", it will define the fixed width. <p>This is relevant only if <i>data-target-element</i> is set.</p> <p>Set to "true" by default.</p>
<i>data-z-index</i>	9999	Number	<p>Determines which elements appear on top or below others along the z-axis (depth).</p> <p>Elements with higher z-index values will be displayed above those with lower values, allowing for control over the layering of widget and other elements on the parent webpage.</p>
<i>data-show-attachment-button</i>	true	"true" or "false"	<p>Determines whether the customer can see (and so, use) the button for adding attachments.</p>
<i>data-enable-queue-metrics</i>	false	"true" or "false"	<p>Enables Webchat widget to receive queue metrics, e.g. available agent count and queue position. Defaults to false if omitted.</p> <p>"<i>Available agent</i>" simply refers to an Agent that (1) has access to the campaign and (2) serves the queue. Agent's capacity is disregarded because they are in a way, "online", even if their capacity is full.</p> <p>⚠ Currently being piloted by selected customers only</p>
<i>data-queue-metrics-template</i>	"" (empty string)	<p>"%queue_position%", "%available_agents%"</p> <p>Example: "Your queue position is %queue_position%. We have %available_agents% available agents."</p>	<p>Template for queue metrics information.</p> <ul style="list-style-type: none"> IMPORTANT! When using this feature, double check your Omni > Admin Inbound > Queues > All message channel queues in use > Select which time is used to determine queue position -setting <ul style="list-style-type: none"> For "<i>When message Queued</i>", if offer is rejected, contact will be moved to the end of the queue, and Webchat Visitor will be notified about it. If omitted, queue position information is not shown at all, regardless of the <i>data-enable-queue-metrics</i> value. <p>⚠ Currently being piloted by selected customers only</p>
<i>data-clear-history-when-visitor-ends-chat</i>	false	"true" or "false"	<p>If true, clears Visitor's webchat history when Visitor ends chat.</p>
<i>data-clear-history-when-agent-ends-chat</i>	false	"true" or "false"	<p>If true, clears Visitor's webchat history when Agent ends chat.</p>

Standalone features

These attributes currently don't work on the omni compatible widget.

data-enable-feedback:

- Defines if the visitor can give message level feedback by using thumbs up and thumbs down. If set to false, up and down thumbs are not presented.

data-like-off-color:

- Defines the color of the feedback down vote.

data-like-on-color:

- Defines the color the feedback up vote.