

## How do I manage overriding widget and chat settings?

Lauren Cumming - 2023-09-18 - Comments (0) - Deskpro Legacy

All of the settings you find under **Admin > Chat > Site Widget & Chat** can also be overridden on a per-page basis.

The default widget looks like this:

```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->
<script type="text/javascript">window.DESKPRO_WIDGET_OPTIONS = {
  "helpdeskUrl": "https://example.deskpro.com/"
};
</script>
<script type="text/javascript" id="dp-widget-loader"
src="https://example.deskpro.com/dyn-assets/pub/build/widget_loader.m
in.js"></script>
<!--DESKPRO_WIDGET_LOADER::END-->
```

You can assign override values to `window.DESKPRO_WIDGET_OPTIONS` to change whatever value you have set in the Admin Interface.

```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->
<script type="text/javascript">window.DESKPRO_WIDGET_OPTIONS = {
  "helpdeskUrl": "https://example.deskpro.com/",
  "language": 1,
  "widget": {
    "type": "bubble",
    "position": "right",
    "enabled": true
  },
  "button": {
    "translations": [
      {
        "language": 1,
        "name": "Help"
      }
    ],
    "size": "medium",
    "colors": {
      "background": "#62ad8c",
```

```
    "text": "#ffffff"
  }
},
"chat": {
  "default_values": {
    "fields": {
      5: "my val",
      6: [7, 8]
    }
  },
  "enabled_custom_fields": [1, 4, 7],
  "request_user_info": true,
  "proactive": true,
  "popup": {
    "translations": [
      {
        "language": 1,
        "title": "Customer Support",
        "message": "Need help? Just reply to start a live chat with one of our team.",
        "heading": "Ask us a question!",
        "subheading": "Our team are online and ready to help with your enquiries. Send us a message to get started."
      }
    ],
    "style": "agent_text_button"
  },
  "begin_mode": "conversation",
  "allow_department_selection": false,
  "waiting_timeout": 150
},
"ticket": {
  "select_department": "custom",
  "default_department": null,
  "select_subject": "custom",
  "default_subject": "",
  "default_values": {
    "subject": "my subject",
    "department": 4,
    "message": "my message",
    "fields": {
      5: "my val",
      6: [7, 8]
    }
  }
}
```

```

    },
    "user_fields": {
      5: "my val",
      6: [7, 8]
    },
    "organization_fields": {
      5: "my val",
      6: [7, 8]
    }
  }
}
};
</script>
<script type="text/javascript" id="dp-widget-
loader" src="https://example.deskpro.com/dyn-assets/pub/build/widget_
loader.min.js"></script>
<!--DESKPRO_WIDGET_LOADER::END-->

```

## root

helpdeskUrl - The URL to the helpdesk

language - The language to force. If you don't set a language, then Deskpro will use the language the user has from cookies (if any) or guess the users language.

## widget

Basic widget options.

type - widget view type (column, bubble)

position - widget position location (left, right)

enabled - is widget enabled (true, false)

## button

Widget button options.

translations - list of button word translations (language - Deskpro language id, name - button word translation text)

size - button size (small, medium, large)

colors - background and text colors for widget button and start chat popup (hex).

## chat

Widget live chat options.

request\_user\_info - require user to provide its (name, email, department, custom fields) info before the chat starts

proactive - displays widget chat popup that encourages users to chat with you

popup - chat popup view type (agent\_text\_button, agents\_button, text\_button,

widget\_button\_agent)

begin\_mode - begin chat form view type (conversation, form)

~~allow\_department\_selection - displays department selectbox (true, false) -  
DEPRECIATED~~

select\_department - allows user to select department (custom, default) - using the option custom will allow the user to select their own department. The defaults option will preselt the department and hide the dropdown.

default\_department - if select\_department is default then you need to define a default Deskpro department id

waiting\_timeout - timeout in seconds before ticket form link will be displayed Sorry!  
It's taking longer than expected to find an agent to take your chat.  
Would you like to submit a ticket instead?

default\_values - Set default values for chat form fields

## **ticket**

Widget ticket form options.

select\_department - allows user to select department (custom, default) - using the option custom will allow the user to select their own department. The defaults option will preselt the department and hide the dropdown.

default\_department - if select\_department is default then you need to define a default Deskpro department id

select\_subject - (custom - Ask user for a subject, message - select\_subject, default - Set a subject)

default\_values - Set default values for ticket form fields