How do I manage overriding widget and chat settings?

Lauren Cumming - 2023-09-18 - Kommentarer (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 wit
h 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