Updating the Assistant using Window Events

Our assistant widget allows communication through window events, enabling seamless interaction between your site and the embedded assistant to drive engagement and conversion.

This guide explains how to send various events to the assistant widget from your site.

Basic Setup

To communicate with the assistant widget, we use JavaScript to send messages from your site to the widget via `window.postMessage()`. Below is the basic setup and an explanation of how it works.

Example Code

```
const getWidget = () => ((typeof window !== 'undefined') ?
document.getElementById("chatbot-widget") : null);

const isIFrame = (input: HTMLElement | null): input is HTMLIFrameElement =>
    input !== null && input.tagName === 'IFRAME';

const convertConvoStartersData = (data: any): any => {
    if (data && data.convoStarters) {
        if (data.convoStarters.length > 0) {
            data.convoStarters = data.convoStarters.map((item: any) => {
                return typeof item === 'string' ? { message: item } : item;
            });
        }
    }
    return data;
};

const useWidgetCommunication = () => {
    return (type: string, data?: any) => {
        const widgetFrame = getWidget();
        const convertedData = convertConvoStartersData(data);

        if (widgetFrame && isIFrame(widgetFrame) &&
widgetFrame.contentWindow) {
            widgetFrame.contentWindow.postMessage(
                {
                    type,
                    ...convertedData
                },
```

```
            "*"
        );
    }
  };
};

export default useWidgetCommunication;
```

Usage Example:

Here's how to use the above function to send an event to the assistant widget:

```
const sendEvent = useWidgetCommunication();

const updateFirstBotMessage = (text: string) => {
    sendEvent('update-bot-first-message', { message: text });
};

// To update the first message
updateFirstBotMessage('Hello! How can I help you today?');
```

List of Available Events

1. Update Assistant First Message

Update the first message the assistant shows. Example usage:

```
sendEvent("update-bot-first-message", {"message": "Your custom message here"})
```

2. Open Assistant Widget

Opens the asssistant widget. No payload required. Example usage:

```
sendEvent("open-widget")
```

3. Add Assistant Message

Adds a message from the assistant to the chat. Example payload:

```
sendEvent("add-bot-message", {"botMessage": "Your bot's message here"})
```

4. Clear Chat History

Clears the chat history. No payload required. Example usage:

```
sendEvent("clear-chat-history")
```

5. Update Assistant Focused Vehicle

Updates the focused vehicle in the assistant. Example payload:

```
sendEvent("update-bot-focused-vehicle", {"vinNumber": "Your VIN number
here"})
```

6. User Scroll

Indicates that the user has scrolled, and used to show conversation starters on mobile (if enabled) as they will only be shown after scroll. No payload required. Example usage:

```
sendEvent("user-scroll")
```

7. Send Message To Assistant Widget

Sends a user message to the assistant widget. Example payload:

```
sendEvent("send-message-to-widget", {"userMessage": "The user's message
here"})
```

8. Update Assistant Conversation Starters

Updates the assistant's conversation starters. Example payload:

```
sendEvent("update-bot-convo-starters", {"convoStarters": ["Explore Pickups",
"See our Vans", "View all Cars", "Sell Your Car"]})
```

9. Update Location

Sends the current URL location to the widget. This location will be placed in chat transcripts beside the message. Example payload:

```
sendEvent("update-location", {"url": "/your-current-page-path"})
```


If you have any questions about using this feature, or any other aspect of MotorTech AI, please email support@motortech.ai and one of the team will be happy to help.