



ショートカットキーモジュール

Desktop.shortcutKey モジュールは、ショートカットキーの操作を登録してウィジェットから呼び出します。競合を回避するには、Agent Desktopの既存のショートカットキーのリストを把握しておく必要があります。詳細については、『[Cisco Webex Contact Center Agent Desktop User Guide \(Cisco Webex Contact Center エージェントデスクトップユーザーガイド\)](#)』の「Introduction (はじめに)」の章の「Access Keyboard Shortcuts (キーボードショートカットへのアクセス)」セクションを参照してください。

例：

```
import {
  Desktop
} from "@wxcc-desktop/sdk";

console.log(Desktop.shortcutKey.DEFAULT_SHORTCUT_KEYS); //=> logs default shortcut keys
console.log(Desktop.shortcutKey.MODIFIERS); //=> logs keys modifiers

console.log(Desktop.shortcutKey.REGISTERED_KEYS); //=> logs registered keys without
modifiers

console.log(Desktop.shortcutKey.getRegisteredKeys()); //=> logs service registered keys
with modifiers (full information)

Desktop.shortcutKey.listenKeyPress((event) => {
  ...
}); //=> listen shortcuts key press

Desktop.shortcutKey.listenKeyConflict((event) => {
  ...
}); //=> listen shortcuts key conflict

Desktop.shortcutKey.listenConflictResolved(() => {}); //=> listen to shortcut key conflict
resolved status

Desktop.shortcutKey.register([
  ...
], {
  ...
}, ...]); //=> registering shortcut keys actions

Desktop.shortcutKey.unregisterKeys('widget-one-example'); //=> used to unregister on
unmount, widgetElement used for register should be provided
```

- [メソッド \(2 ページ\)](#)

メソッド

register()

ショートカットキーの操作を登録します。

例

```
Desktop.shortcutKey.register([
  {
    componentName: "Sample Comp",
    actionName: "login",
    modifierKeys: "ctrlKey_altKey",
    key: "r",
    callback: (data: Service.shortcut.EKeyInfo) => {}
  }
])
```

次の表に、ペイロードの詳細を示します。

名前	タイプ	説明	必須
componentName	文字列	機能、コンポーネント、またはウィジェットの 名前。	はい
actionName	文字列	割り当てられたショートカットキーによって実行 されるアクションまたは操作の名前。	はい
modifierKeys	文字列	修飾子キーは、ホストプラットフォームのキーボー ドショートカットで共通して使用されます。キー ボード修飾子キーの組み合わせは次のとおりです。 <ul style="list-style-type: none"> • Ctrl+Shift • Alt+Shift • Ctrl+Alt • Shift • Ctrl • Alt 	はい
key	文字列	修飾子キーと組み合わせるメインキー。たとえば、 Ctrl+Shift+e では、Ctrl と Shift が修飾子キーで、e がメインキーです。	はい

名前	タイプ	説明	必須
callback	関数	クライアントコードでは、ショートカットキーの登録中にコールバック機能を追加できます。ショートカットキーのフレームワークが、キーボード keyup イベントの登録済みキーリストから一致するキーを見つけると、ショートカットフレームワークはコールバックメソッドを呼び出します。 keyup イベントは、キーが解放されると呼び出されます。	はい

戻り値

{Array} オブジェクトの配列。

応答の例

```
const register = {
  [
    {
      "widgetElement": "agentx-wc-navigation",
      "group": "Navigation",
      "action": "Open Home Page",
      "modifierKeys": "ctrlKey_altKey",
      "key": "1"
    },
    // widgetElement is the name of the web component
    // group is the name of the functionality, component, or the widget.
    {
      "widgetElement": "agentx-wc-navigation",
      "group": "Navigation",
      "action": "Open Agent Performance Statistics Page",
      "modifierKeys": "ctrlKey_altKey",
      "key": "2"
    },
    {
      "widgetElement": "agentx-wc-navigation",
      "group": "Navigation",
      "action": "Open Widget Using JS API Page",
      "modifierKeys": "ctrlKey_altKey",
      "key": "3"
    }
  ]
}
```

getRegisteredKeys()

修飾子を使用した登録済みのショートカットキーを取得します。

例

```
console.log(Desktop.shortcutKey.getRegisteredKeys());
```

戻り値

{Array} オブジェクトの配列。

応答の例

```

const getRegisteredKeys = [
  ["Go to Available StatectrlKey_altKeyr", {
    "widgetElement": "agentx-react-state-selector",
    "group": "Agent State",
    "action": "Go to Available State",
    "modifierKeys": "ctrlKey_altKey",
    "key": "r"
  }],
  ["Go to Idle StatectrlKey_altKeyn", {
    "widgetElement": "agentx-react-state-selector",
    "group": "Agent State",
    "action": "Go to Idle State",
    "modifierKeys": "ctrlKey_altKey",
    "key": "n"
  }],
  ["Send EmailctrlKey_altKeys", {
    "widgetElement": "agentx-react-email-composer",
    "group": "Email Handling",
    "action": "Send Email",
    "modifierKeys": "ctrlKey_altKey",
    "key": "s"
  }],
  ["ReplyctrlKey_shiftKey6", {
    "widgetElement": "agentx-react-email-composer",
    "group": "Email Handling",
    "action": "Reply",
    "modifierKeys": "ctrlKey_shiftKey",
    "key": "6"
  }],
  ["Reply AllctrlKey_shiftKey5", {
    "widgetElement": "agentx-react-email-composer",
    "group": "Email Handling",
    "action": "Reply All",
    "modifierKeys": "ctrlKey_shiftKey",
    "key": "5"
  }],
  ["Open Outbound callctrlKey_altKeyo", {
    "widgetElement": "agentx-react-out-dial",
    "group": "Outbound",
    "action": "Open Outbound call",
    "modifierKeys": "ctrlKey_altKey",
    "key": "o"
  }],
  ["Open Notification CenterctrlKey_altKeyi", {
    "widgetElement": "wagentx-wc-menu-notification",
    "group": "Notification",
    "action": "Open Notification Center",
    "modifierKeys": "ctrlKey_altKey",
    "key": "i"
  }],
  ["Enable Silent NotificationsctrlKey_altKeyd", {
    "widgetElement": "wagentx-wc-menu-notification",
    "group": "Notification",
    "action": "Enable Silent Notifications",
    "modifierKeys": "ctrlKey_altKey",
    "key": "d"
  }],
  ["Accept Chat/Email/SocialctrlKey_altKeya", {
    "widgetElement": "agentx-react-interaction-control",
    "group": "Application",
    "action": "Accept Chat/Email/Social",
    "modifierKeys": "ctrlKey_altKey",
  }],

```

```

        "key": "a"
    }],
    [{"Switch between PopoversctrlKey_altKey", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Application",
        "action": "Switch between Popovers",
        "modifierKeys": "ctrlKey_altKey",
        "key": "p"
    }],
    [{"Expand/Collapse the PopoverctrlKey_shiftKey9", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Application",
        "action": "Expand/Collapse the Popover",
        "modifierKeys": "ctrlKey_shiftKey",
        "key": "9"
    }],
    [{"Accept all (visible) PopoversctrlKey_shiftKey4", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Application",
        "action": "Accept all (visible) Popovers",
        "modifierKeys": "ctrlKey_shiftKey",
        "key": "4"
    }],
    [{"Hold/Resume CallctrlKey_altKeyv", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "Hold/Resume Call",
        "modifierKeys": "ctrlKey_altKey",
        "key": "v"
    }],
    [{"Pause/Resume RecordingctrlKey_shiftKeyz", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "Pause/Resume Recording",
        "modifierKeys": "ctrlKey_shiftKey",
        "key": "z"
    }],
    [{"Conference Request for Call/ChatctrlKey_altKeyh", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "Conference Request for Call/Chat",
        "modifierKeys": "ctrlKey_altKey",
        "key": "h"
    }],
    [{"Consult Request for CallctrlKey_altKeyc", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "Consult Request for Call",
        "modifierKeys": "ctrlKey_altKey",
        "key": "c"
    }],
    [{"End for All ChannelsctrlKey_altKeye", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "End for All Channels",
        "modifierKeys": "ctrlKey_altKey",
        "key": "e"
    }],
    [{"Transfer Request for All ChannelsctrlKey_altKeyx", {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Interaction Control",
        "action": "Transfer Request for All Channels",
        "modifierKeys": "ctrlKey_altKey",
        "key": "x"
    }],

```

```

    }],
    ["Save Edited CAD Variable ValuesctrlKey_altKeym", {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Save Edited CAD Variable Values",
      "modifierKeys": "ctrlKey_altKey",
      "key": "m"
    }],
    ["Revert Edited CAD Variable ValuesctrlKey_altKeyz", {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Revert Edited CAD Variable Values",
      "modifierKeys": "ctrlKey_altKey",
      "key": "z"
    }],
    ["Expand/CollapsectrlKey_shiftKeyy", {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Expand/Collapse",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "y"
    }],
    ["Wrap Up ReasonctrlKey_altKeyw", {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Wrap Up Reason",
      "modifierKeys": "ctrlKey_altKey",
      "key": "w"
    }],
    ["Open User ProfilectrlKey_altKeyu", {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Open User Profile",
      "modifierKeys": "ctrlKey_altKey",
      "key": "u"
    }],
    ["Sign OutctrlKey_altKeyl", {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Sign Out",
      "modifierKeys": "ctrlKey_altKey",
      "key": "l"
    }],
    ["Open Keyboard Shortcuts ListctrlKey_altKeyf", {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Open Keyboard Shortcuts List",
      "modifierKeys": "ctrlKey_altKey",
      "key": "f"
    }],
    ["Download Error ReportctrlKey_shiftKey2", {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Download Error Report",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "2"
    }],
    ["Switch between active tasksctrlKey_shiftKey8", {
      "widgetElement": "agentx-wc-task-list",
      "group": "Task List",
      "action": "Switch between active tasks",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "8"
    }],
  ],

```

```
[{"Expand/Collapse the Task PanelctrlKey_shiftKey7", {
  "widgetElement": "agentx-wc-task-list",
  "group": "Task List",
  "action": "Expand/Collapse the Task Panel",
  "modifierKeys": "ctrlKey_shiftKey",
  "key": "7"
}},
{"Open Navigation TabctrlKey_altKeyt", {
  "widgetElement": "agentx-wc-connector",
  "group": "Connector View",
  "action": "Open Navigation Tab",
  "modifierKeys": "ctrlKey_altKey",
  "key": "t"
}},
{"RefreshctrlKey_altKeyb", {
  "widgetElement": "agentx-wc-connector",
  "group": "Connector View",
  "action": "Refresh",
  "modifierKeys": "ctrlKey_altKey",
  "key": "b"
}},
{"Open HomectrlKey_altKey1", {
  "widgetElement": "agentx-wc-navigation",
  "group": "Navigation",
  "action": "Open Home",
  "modifierKeys": "ctrlKey_altKey",
  "key": "1"
}},
{"Open Agent Performance StatisticsctrlKey_altKey2", {
  "widgetElement": "agentx-wc-navigation",
  "group": "Navigation",
  "action": "Open Agent Performance Statistics",
  "modifierKeys": "ctrlKey_altKey",
  "key": "2"
}},
{"Open Webex Experience Manager MetricsctrlKey_altKey3", {
  "widgetElement": "agentx-wc-navigation",
  "group": "Navigation",
  "action": "Open Webex Experience Manager Metrics",
  "modifierKeys": "ctrlKey_altKey",
  "key": "3"
}}
]
```

デフォルトのショートカットキー

デフォルトのショートカットキーをログに記録します。

例

```
console.log(Desktop.shortcutKey.DEFAULT_SHORTCUT_KEYS);
```

戻り値

{Array} オブジェクトの配列。

応答の例

```
const DEFAULT_SHORTCUT_KEYS = {
  "agentState": [{
    "widgetElement": "agentx-react-state-selector",
    "group": "Agent State",
```

```

        "action": "Go to Available State",
        "modifierKeys": "ctrlKey_altKey",
        "key": "r"
    }, {
        "widgetElement": "agentx-react-state-selector",
        "group": "Agent State",
        "action": "Go to Idle State",
        "modifierKeys": "ctrlKey_altKey",
        "key": "n"
    }
  ]],
  "emailComposer": [
    {
      "widgetElement": "agentx-react-email-composer",
      "group": "Email Handling",
      "action": "Send Email",
      "modifierKeys": "ctrlKey_altKey",
      "key": "s"
    },
    {
      "widgetElement": "agentx-react-email-composer",
      "group": "Email Handling",
      "action": "Reply",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "6"
    },
    {
      "widgetElement": "agentx-react-email-composer",
      "group": "Email Handling",
      "action": "Reply All",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "5"
    }
  ]],
  "outDial": [
    {
      "widgetElement": "agentx-react-out-dial",
      "group": "Outbound",
      "action": "Open Outbound call",
      "modifierKeys": "ctrlKey_altKey",
      "key": "o"
    }
  ]],
  "notification": [
    {
      "widgetElement": "wagentx-wc-menu-notification",
      "group": "Notification",
      "action": "Open Notification Center",
      "modifierKeys": "ctrlKey_altKey",
      "key": "i"
    },
    {
      "widgetElement": "wagentx-wc-menu-notification",
      "group": "Notification",
      "action": "Enable Silent Notifications",
      "modifierKeys": "ctrlKey_altKey",
      "key": "d"
    }
  ]],
  "interactionPopover": [
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Application",
      "action": "Accept Chat/Email/Social",
      "modifierKeys": "ctrlKey_altKey",
      "key": "a"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Application",
      "action": "Switch between Popovers",
      "modifierKeys": "ctrlKey_altKey",
      "key": "p"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Application",

```



```

        "action": "Expand/Collapse the Popover",
        "modifierKeys": "ctrlKey_shiftKey",
        "key": "9"
    }, {
        "widgetElement": "agentx-react-interaction-control",
        "group": "Application",
        "action": "Accept all (visible) Popovers",
        "modifierKeys": "ctrlKey_shiftKey",
        "key": "4"
    }
  ]],
  "interactionControl": [
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Hold/Resume Call",
      "modifierKeys": "ctrlKey_altKey",
      "key": "v"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Pause/Resume Recording",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "z"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Conference Request for Call/Chat",
      "modifierKeys": "ctrlKey_altKey",
      "key": "h"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Consult Request for Call",
      "modifierKeys": "ctrlKey_altKey",
      "key": "c"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "End for All Channels",
      "modifierKeys": "ctrlKey_altKey",
      "key": "e"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Transfer Request for All Channels",
      "modifierKeys": "ctrlKey_altKey",
      "key": "x"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Save Edited CAD Variable Values",
      "modifierKeys": "ctrlKey_altKey",
      "key": "m"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Revert Edited CAD Variable Values",
      "modifierKeys": "ctrlKey_altKey",
      "key": "z"
    },
    {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Expand/Collapse",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "y"
    }
  ]
}

```

```

    }, {
      "widgetElement": "agentx-react-interaction-control",
      "group": "Interaction Control",
      "action": "Wrap Up Reason",
      "modifierKeys": "ctrlKey_altKey",
      "key": "w"
    }
  ],
  "userProfile": [
    {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Open User Profile",
      "modifierKeys": "ctrlKey_altKey",
      "key": "u"
    },
    {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Sign Out",
      "modifierKeys": "ctrlKey_altKey",
      "key": "l"
    },
    {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Open Keyboard Shortcuts List",
      "modifierKeys": "ctrlKey_altKey",
      "key": "f"
    },
    {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Download Error Report",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "2"
    }
  ],
  "taskList": [
    {
      "widgetElement": "agentx-wc-task-list",
      "group": "Task List",
      "action": "Switch between active tasks",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "8"
    },
    {
      "widgetElement": "agentx-wc-task-list",
      "group": "Task List",
      "action": "Expand/Collapse the Task Panel",
      "modifierKeys": "ctrlKey_shiftKey",
      "key": "7"
    }
  ],
  "connectorView": [
    {
      "widgetElement": "agentx-wc-connector",
      "group": "Connector View",
      "action": "Open Navigation Tab",
      "modifierKeys": "ctrlKey_altKey",
      "key": "t"
    },
    {
      "widgetElement": "agentx-wc-connector",
      "group": "Connector View",
      "action": "Refresh",
      "modifierKeys": "ctrlKey_altKey",
      "key": "b"
    }
  ]
}

```

修飾子

ショートカットキー修飾子をログに記録します。ショートカットキー修飾子は、Shift、Ctrl、Alt、またはこれらのキーの組み合わせです。

例

```
console.log(Desktop.shortcutKey.MODIFIERS);
```

戻り値

{Object} オブジェクトの応答。

応答の例

```
const MODIFIERS = {
  "CTRL_SHIFT": "ctrlKey_shiftKey",
  "ALT_SHIFT": "altKey_shiftKey",
  "CTRL_ALT": "ctrlKey_altKey",
  "SHIFT": "shiftKey",
  "CTRL": "ctrlKey",
  "ALT": "altKey"
}
```

登録済みキー

登録されたショートカットキーを、修飾子なしでログに記録します。

例

```
console.log(Desktop.shortcutKey.REGISTERED_KEYS);
```

戻り値

{Object} オブジェクトの応答。

応答の例

```
const REGISTERED_KEYS = {
  "EXPAND_COLLAPSE_INTERACTION_PANEL_KEY": "y",
  "SAVE_EDITED_CAD_KEY": "m",
  "REVERT_EDITED_CAD_KEY": "z",
  "HOLD_RESUME_CALL_KEY": "v",
  "TRANSFER_KEY": "x",
  "CONSULT_KEY": "c",
  "END_KEY": "e",
  "CONFERENCE_KEY": "h",
  "PAUSE_RESUME_RECORDING_KEY": "z",
  "GO_TO_AVAILABLE_KEY": "r",
  "OPEN_STATE_SELECTOR_KEY": "n",
  "SEND_EMAIL_KEY": "s",
  "REPLY_EMAIL_KEY": "6",
  "REPLY_ALL_EMAIL_KEY": "5",
  "OPEN_USER_PROFILE_KEY": "u",
  "ENABLE_SILENT_NOTIFICATION_KEY": "d",
  "OPEN_SHORTCUT_KEY_MODAL_KEY": "f",
  "DOWNLOAD_ERROR_REPORT_KEY": "2",
  "SIGNOUT_KEY": "l",
  "ACCEPT_TASK_KEY": "a",
  "SWITCH_POPOVER_KEY": "p",
}
```

unregisterKeys()

```

    "EXPAND_COLLAPSE_POPOVER_KEY": "9",
    "OPEN_OUTDIAL_KEY": "o",
    "OPEN_WRAP_UP_KEY": "w",
    "EXPAND_COLLAPSE_TASK_LIST_PANEL_KEY": "7",
    "OPEN_NOTIFICATION_CENTER_KEY": "i",
    "OPEN_NAVIGATION_TAB_KEY": "t",
    "REFRESH_KEY": "b",
    "SWITCH_TASK_KEY": "8",
    "ACCEPT_ALL_TASK_KEY": "4"
  }
}

```

unregisterKeys()

ショートカットキーの登録を解除します。

例

```

Desktop.shortcutKey.unregisterKeys([
  {
    widgetElement: "custom-element",
    group: "custom widget",
    action: "login",
    modifierKeys: "ctrlKey_altKey",
    key: "r"
  },
  {
    widgetElement: "custom-element",
    group: "custom widget",
    action: "logout",
    modifierKeys: "ctrlKey_altKey",
    key: "n"
  }
])

```

listenKeyPress(event)

ショートカットキーの押下をリッスンします。

例

```

Desktop.shortcutKey.listenKeyPress(event => {
  console.log("JSSDK ShortcutKey listenKeyPress: ", event);
});

```

パラメータ

名前	タイプ	説明	必須
event	オブジェクト	このイベントは、キーボードのキーが解放されると発生します。	はい

戻り値

{Object} オブジェクトの応答。

応答の例

```

{
  "type": "execute",

```

```

    "data": {
      "widgetElement": "agentx-react-agent-profile",
      "group": "User Profile",
      "action": "Open Keyboard Shortcuts List",
      "modifierKeys": "ctrlKey_altKey",
      "key": "f",
      "keyCombination": "Ctrl + Alt + F"
    },
    "keyboardEvent": {
      "isTrusted": true
    }
  }
}

```

listenKeyConflict(event)

ショートカットキーの競合をリッスンします。

例

```

Desktop.shortcutKey.listenKeyConflict((event => {
  console.log("JSSDK ShortcutKey listenKeyPress: ", event);
}));

```

パラメータ

名前	タイプ	説明	必須
event	オブジェクト	このイベントは、キーボードのキーが解放されると発生します。	はい

戻り値

{Object} オブジェクトの応答。

応答の例

```

{
  "type": "conflict",
  "data": {
    "widgetElement": "agentx-react-agent-profile",
    "group": "User Profile",
    "action": "Open Keyboard Shortcuts List",
    "modifierKeys": "ctrlKey_altKey",
    "key": "f",
    "isConflict": true
  }
}

```

listenConflictResolved()

ショートカットキーの競合の解決済みステータスをリッスンします。

例

```

Desktop.shortcutKey.listenConflictResolved(() => {});

```

