



Transition checklist: from Modern Widget to Widget 2.0

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Here's a list of key considerations if you're considering or planning to upgrade from using the Modern Widget to Widget 2.0:

- ☐ **Update Widget Settings to use Widget 2.0** (KB settings > **Widget**, select Widget 2.0 rather than Modern Widget and Save.)
- ☐ **Copy the new embed script into your test environment or application.** The Modern Widget in your live environment should continue to work while you do this testing. If you'd prefer, we're happy to provide a sandbox copy of your live knowledge base so you can test Widget 2.0 settings without any potential impact to your current widget usage; [contact us](#) to request a sandbox copy and let us know how long you think you'll need it. We recommend using a sandbox if you're switching authentication types, etc., during this process.
- ☐ **Choose display settings and tweak colors to match your branding.** You can use Custom CSS to change fonts, styles, etc. We also no longer do the tab + label display automatically--default display options are a ? icon or attach to element. Refer to [Widget configuration & installation](#) for more details.
- ☐ **Customize [tab labels](#), [text](#), and [headers](#):** Modern Widget had all content in a single scrolling tab. Widget 2.0 has three different tabs (Knowledge, Recommended, and Contact), so it may take some time for you to decide on tweaks to the tab labels, headers, [contact form](#), etc.



Contact form limitations in Widget 2.0

As of August 2021, the Widget 2.0 Contact Form does not incorporate Custom Fields or Zendesk fields in the **Customize > Contact Form** settings. [Contact us](#) if you'd like to be added to the feature request for any of these fields.

- ☐ **Update Outer Widget Styles and Contact Form CSS:** You should review styles included in Outer Widget Styles and Contact Form CSS of Modern Widget before including them in Widget 2.0's [Custom Widget styles](#), as containers and styles have changed.
- ☐ **Update Javascript:** If you have custom JS in your website/application or included in the **Custom Body Content** of your Modern Widget, add that to Widget 2.0's [Custom Widget Javascript](#). This entire section gets wrapped in `<script>` tags, so you don't need to include them.
- ☐ **Update your authentication:** If you previously used an authenticated widget, you can now choose between [JWT](#) and [OAuth2](#) authentication. Some authorization used to be partially included in our embed script in the

`_ko16_p.push(['_setToken', 'OAUTH2 TOKEN']);` section; it is no longer included and you'll need to handle that code yourself.

☐ **Review your existing implementation for uses of `_ko16` functions and methods:** These will no longer work in Widget 2.0 and need to be transitioned to their `_ko19` equivalents. Refer to [Widget methods and functions dictionary](#) for all options available in Widget 2.0.

- `_ko16.openArticle('article-permalink');` would open the widget to a specific article; in Widget 2.0, `_ko19.OpenArticle('article-permalink');` needs to be used followed by `_ko19.open();`
 - To open Modern Widget to a specific tab, several different methods might have been used; in Widget 2.0, you can choose [several different load methods](#) and choose them onOpen (end-user still must click to open the widget) or onLoad (widget will open and display that tab on full page load, no interaction required).
 - For [Single Page Application](#) behavior, Modern Widget used `_ko16.updatePageLoc('currentUrl');` whereas Widget 2.0 uses `_ko19.updateRecommended('currentUrl');`
 - Using a `_ko16` method not referenced here, and unsure how to update it? [Contact us](#) with a sample of the code and behavior and we'll get you what you need.

☐ **Replace the existing embed script in your website or application with [the new embed script](#).**