



Advanced option: add the widget in your own div wrapper

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Only use this option if you have your own developer resources; our support team will not help set up custom wrapper installations. For further customizations to widget size, behavior, and functioning, we recommend creating your own widget leveraging our API, rather than the pre-built widget.

Out of the box, the Widget 2.0 code will open the widget in a div on the righthand side of the page, overlying the content there in a div that runs the full height of the screen.

If you have top navigation or some other layout that this full-height righthand behavior isn't ideal, you have the option to specify your own wrapper div for the widget. You can then size and place that div directly, giving you better control over height and placement.

Please note: the wrapper **will not change** the width of the widget; that is always set to 370px.

To identify the wrapper, add a variable for `_ko19.containerId` to the widget embed code below the `base_url`, and provide the id of the div you'd like to use:

```
_ko19.containerId = "my-custom-div-id";
```

For example, here, I've referenced a div with the ID of "widget-custom":

```
1 <script type="text/javascript">
2   var _ko19 = _ko19 || {};
3   _ko19.__pc = '00000000000000000000-11111111111111111111111111111111';
4   _ko19.base_url = 'https://myknowledgebase.knowledgeowl.com';
5   _ko19.containerId = "widget-custom";
6
7   !function() {
8     var ko = document.createElement('script');
9     ko.type = 'text/javascript';
10    ko.async = true;
11
12    ko.src = _ko19.base_url + '/widget/load';
13    document.head.appendChild(ko);
14  }();
15 </script>
```

Sample usage of the `_ko19.containerId`

You'll need to be sure that `div` exists on the site where you're embedding the widget, and style it appropriately.