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Journey JavaScript SDK

About Events methods

Events methods allow developers to build functionality that reacts to state changes in the SDK.

Important

This article only applies to customers using web chat. If you are a Genesys Cloud CX customer, we encourage you to use the new web messaging feature to replace web chat.

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Events methods

Events methods allow you to receive notifications about activities that the Journey JavaScript SDK tracks.

- on
- once
- off

Use Events methods with content offers

You can use Events methods to capture data related to Content offers.

- Use Events methods with web actions
- Content offers lifecycle
- Examples: Events methods with content offers

Use Events methods with web chats

You can use Events methods to capture data related to web chats.

- Use Events methods with web actions
- Content offers lifecycle
- Examples: Events methods with web chats