Journey JavaScript SDK

About Events methods

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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.

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- 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