Journey JavaScript SDK

Cookies

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Configure how Genesys Predictive Engagement uses cookies to store customer data.

> **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.

Purpose

Genesys Predictive Engagement uses cookies to store non-sensitive data in the browser. The visitor's browser must allow cookies for Genesys Predictive Engagement to work properly.

The cookie that identifies customers

To identify customers, Genesys Predictive Engagement uses a first-party cookie named **_actmu** to store the visitor ID. This cookie is a unique, randomly generated string that is stored in the browser. This cookie is sent to the Genesys Predictive Engagement APIs to determine whether a **tracked event** is associated with a particular customer and to associate subsequent visits to the same site with the same customer.

Cookies that expire after 1 year

> **Important**
> You can change the expiration time for all cookies that expire after 1 year. For more information, see Advanced tracking with cookies.

> **Important**

> On January 31, 2023, Genesys removed the functionality of the identify method that is used to add a customer record. After the removal date, the _actmi and _actmh cookies will no longer be created or updated. The existing cookies will retain the information that they had before the removal date.

Cookie name	Purpose
_actcc	Distinguishes visitor's `beacon` and `pageview` counts for the current session and all sessions collectively.
_actmi	Distinguishes logged in visitors. This cookie is set to the user ID passed when calling the `identify` method.
_actmu	Distinguishes visitors. The cookie is created when the Journey JavaScript SDK library executes and no existing __actmu cookies exists.
_actvc	Distinguishes the visit count for an individual visitor. This cookie is created and updated on each separate visit.
_actts	Distinguishes timestamps of the visitor's first, previous, and current session.

Cookies that expire after 30 minutes

Cookie name	Purpose
_actmm	Distinguishes UTM information.
_actmr	Distinguishes the session referrer.
_actms	Distinguishes session ID.

Cookies that expire at varying times

Cookie name	Purpose	Expiration details
_ac_test	Genesys Predictive Engagement uses this cookie to check whether the browser supports first-party cookies and whether Genesys Predictive Engagement can set the tracking cookies successfully.	Immediately after it is set.
_actmf	Stores data submitted in a form and sends it on the next page load.	If this cookie is not set before the visitor leaves the site, the cookie expires when the session expires.
_actmh	Stores a hash of the visitor	

	information that is passed when calling `identify` to minimize the number the times that this information is sent to the Genesys Predictive Engagement servers.	