



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Journey JavaScript SDK

[Cookies](#)

---

## Contents

- [1 Purpose](#)
- [2 The cookie that identifies customers](#)
- [3 Cookies that expire after 1 year](#)
- [4 Cookies that expire after 30 minutes](#)
- [5 Cookies that expire at varying times](#)

---

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

## Cookies that expire after 30 minutes

Cookie name	Purpose
<code>_actmm</code>	Distinguishes UTM information.
<code>_actmr</code>	Distinguishes the session referrer.
<code>_actms</code>	Distinguishes session ID.

## Cookies that expire at varying times

Cookie name	Purpose	Expiration details
<code>_ac_test</code>	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.
<code>_actmf</code>	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.
<code>_actmh</code>	Stores a hash of the visitor	

---

	information that is passed when calling <code>identify</code> to minimize the number the times that this information is sent to the Genesys Predictive Engagement servers.	
--	--	--