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