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Journey JavaScript SDK

destroy

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Learn how to use the `dest roy` method to stop all Journey JavaScript SDK activity and remove all tracking information.

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.

Description

The `dest roy` method stops all Genesys Predictive Engagement SDK activity and removes all tracking information.

Signature

```
ac('dest roy')
```

Arguments

None.

GDPR and destroyed data

The `dest roy` method stops all Genesys Predictive Engagement tracking immediately. It also removes all cookies that the SDK set; and doesn't offer anymore proactive engagements. Use the `dest roy` method when a customer requests that you stop tracking their activities on your website. For more information about using Genesys Predictive Engagement in a GDPR-compliant manner, see [GDPR](#).