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Journey JavaScript SDK

Display icons in the Journey gadget

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Learn how to use the SDK to display icons for tracked visitor behavior on the Journey map.

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.

About the icons



Positive



Neutral



Negative

Use the `ac('record')` method to display a Genesys Predictive Engagement icon on the Visit journey map (admin view) when a visitor completes a tracked behavior.

Available icons

- Purchase-related icons
- Form-related icons
- Journey-related icons

Code example



This code example shows how to use `ac('record')` to display the Product added icon in the Visit journey map (admin view) when a visitor adds a t-shirt to their shopping cart.

```
ac('record', 'product_added', [optionalExtraDataObject])
ac('record', 'product_added', { name: 't-shirt', id: 'hkds9d8j', price: '$45.45' });
```



Purchase-related icons

Icon	Tooltip text	Description	Name
	Product added to cart	Visitor added a product to their shopping cart.	"product_added"
	Product removed from cart	Visitor removed a product from their shopping cart.	"product_removed"
	Checkout complete	Visitor completed the purchase of the items in their shopping cart.	"product_purchased"


Form-related icons

Important

You can display the icons in this section using `ac('record')` or auto form tracking.

Icon	Tooltip text	Description	Name
	Form submitted	Visitor submitted a form.	"form_submitted"
	Form abandoned	Visitor navigated away from a form before completing it.	"form_abandoned"

Miscellaneous icons

Icon	Tooltip text	Description	Name
	Searched	Visitor searched for the string shown in the tooltip.	"search_performed"