Journey JavaScript SDK

Exclude URL query parameters

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Exclude irrelevant URL query parameters to improve analytics.

> ### 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.

Exclude URL query parameters

Websites often use URL query parameters that are not relevant and don't influence the content displayed to the visitor. For example, in web analytics, parameters such as session IDs and campaign IDs are not informative. We recommend that you use the Journey JavaScript SDK to exclude these query parameters when you register unique page views. Genesys Predictive Engagement doesn't track or include excluded query parameters in analytics reports.

> ### Important
> Be careful when you exclude parameters. For example, if you want to know which products visitors view on your site, do not exclude a query string parameter for a product ID.

To configure Genesys Predictive Engagement to skip certain query parameters:

1. Log in as an administrator.

2. Go to **Global Settings > Tracking Settings**.

3. Provide a comma-separated list of the unwanted parameters in the **Exclude URL Query Parameters** field (for example: sessionid,var1,var2).