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Journey JavaScript SDK

forms:track

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Learn how to use the `forms:track` method to capture when visitors complete web-based forms.

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.

Feature coming soon: New `customAttributes` field

Description

The `forms:track` method tracks form submission and abandonment events. By default, forms tracking captures form data when a visitor submits or abandons a form.

- Recorded form data **includes** the values of all input, select, and text area fields.
- Recorded form data **excludes** the values of hidden, submit, and password fields, along with any fields that contain any of the sensitive input strings.

Important

For Genesys Predictive Engagement SDK forms tracking to capture form data, each input requires a properly defined name attribute.

For more information, see [Form Tracking API](#).

Signature

```
ac('forms:track', [selector], [options]);
```

Arguments

- selector
- options

selector

- **Description:** CSS selector for the element or elements to track
- **Type:** String
- **Status:** Optional
- **Default:** Form

options

- **Description:** Activity or behavior to track
- **Type:** Object
- **Status:** Optional
- **Default:** {}
- **Properties:** See the following table.

Name	Description	Type	Status	Default	Arguments
captureFormDataOnAbandon		Boolean	optional	true	
captureFormDataOnSubmit		Boolean	optional	true	
transform		function	optional		formDataObject
traitsMapper		traitsMapper			