Journey JavaScript SDK

forms:track

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Contents

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.

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			
customAttributes	Field used to send additional information when a form-related event occurs. The field can be set with static, predetermined values. Once the form tracker module initiates, the value that is available in the value field is applied for the rest of the session. The value cannot be changed	object	optional		

	dynamically according to user action. There can be more than one field.				

Example

To create an event to track the number of customers who sign themselves up from the sign-up page, use the customAttributes within the form:track SDK as follows:

```
{
captureFormDataOnSubmit: [
'forms:track', 'sign-up-form', { captureFormOnSubmit: true, customAttributes: {formValue: 200}
]
}
```

Use events to track outcome value

Use the attributes from the form:track SDK to track an outcome from action maps. You can further use the value set within the SDK to the define the value of the outcome. In this example, the value of sign up is set at 200. This means that if the outcome value of the outcome stands at 2000, the total number of sign ups is 10 whose with a total value of 2000.