GENESYS™

Journey JavaScript SDK

Get started

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Get started using the Journey JavaScript SDK.

> **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.

When you deploy the Genesys Predictive Engagement tracking snippet on your website, you initialize the Journey JavaScript SDK. You can enhance and refine the tracking snippet using the Journey JavaScript SDK.

- Copy and deploy the tracking snippet.
- Track activity in a GDPR-compliant manner.
- Configure advanced tracking.
- Understand how Genesys Predictive Engagement uses cookies.
- Use the Web Tracking API.
- Method reference