Journey JavaScript SDK

init

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Contents

Learn how to use the `init` method to initialize 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.

Description

The `init` method initializes the Journey JavaScript SDK.

> ## Important
> For GDPR compliance, obtain a customer's consent before you call the `init` method. For more information about how to use Genesys Predictive Engagement in a GDPR-compliant manner, see GDPR.

Signature

`ac('init', organisationId, options)`

Arguments

- organizationId
- options

organizationId

- **Description:** Your organization's unique ID. Find your organization ID
- **Type:** String
- **Status:** Required

options

> **Tip**
> For detailed explanations of how you can use these options to configure tracking, see Advanced tracking with cookies.

- **Description:** Configures the Journey JavaScript SDK with its region and other known default options.
- **Type:** Object
- **Status:** Required
- **Properties:** See the following table.

Name	Description	
region	Your organization's region. Find your region ID	
cookieDomain	Sets a custom cookie domain.	
cookieExpires	Sets a time in seconds for a visitor's cookie to expire.	
cookiePrefix	Sets a custom cookie prefix.	
autoLink	An array of domains whose outbound links will be modified to contain tracking infor advanced tracking.	
allowedLinkers	An array of domains whose inbound referral will set tracking information. For an exa	
canonicalLink	Uses canonical links.	
globalTraitsMapper	Maps custom attributes to traits. For more information, see Traits Mapper.	

Find your org ID and region ID

Tracking Snippet

Use Predictive Engagement's tracking snippet to track visitor activity on your webpages.

Documentation related to advanced configuration options can be found [here](#)

Website Snippet

This snippet should be used if the website loads a new page from a remote server when navigating to a new URL

```
<script>
  (function(a,t,c,l,o,u,d){a['_genesysJourneySdk']=o;a[o]=a[o]||function(){
  (a[o].q=a[o].q||[]).push(arguments)},a[o].l=1*new Date();u=t.createElement(c),
  d=t.getElementsByTagName(c)[0];u.async=1;u.src=l;u.charset='utf-8';d.parentNode.insertBefore(u,d)
  })(window, document, 'script', '                                    ', 'ac');
  ac('init', '                              ', { environment: '    ' });
  ac('pageview');
</script>
```

Org ID ⬆   **Region ID** ⬆

[Copy snippet]

SPA Snippet

This snippet should be used if the website does not load a new page from a remote server when navigating to a new URL

```
<script>
  (function(a,t,c,l,o,u,d){a['_genesysJourneySdk']=o;a[o]=a[o]||function(){
  (a[o].q=a[o].q||[]).push(arguments)},a[o].l=1*new Date();u=t.createElement(c),
  d=t.getElementsByTagName(c)[0];u.async=1;u.src=l;u.charset='utf-8';d.parentNode.insertBefore(u,d)
  })(window, document, 'script', '                                    ', 'ac');
  ac('init', '                              ', { environment: '    ' });
  ac('load', 'autotrackUrlChange');
</script>
```

Org ID ⬆   **Region ID** ⬆

[Copy snippet]

Go to **Genesys Cloud CX** > **Admin** > **Tracking Snippet**.

Region names and IDs

The following table lists the available region names and corresponding IDs.

Region name	ID
Americas (US West)	usw2
Americas (US East)	use1
Americas (Canada)	cac1
EMEA (Dublin)	euw1
EMEA (London)	euw2

Region name	ID
EMEA (Frankfurt)	euc1
Asia Pacific (Tokyo)	apne1
Asia Pacific (Seoul)	apne2
Asia Pacific (Sydney)	apse2