

GENESYS

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Journey JavaScript SDK

init

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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.

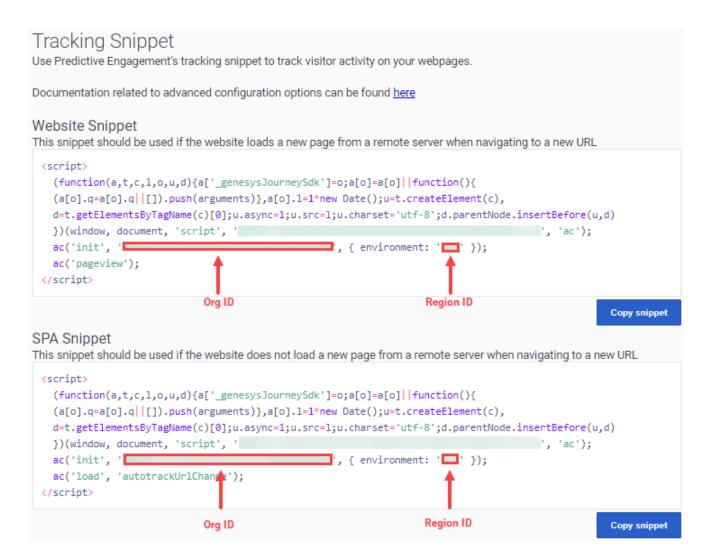
• Type: Object

• 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 example of the set
canonicalLink	Uses canonical links.
globalTraitsMapper	Maps custom attributes to traits. For more information, see Traits Mapper

Find your org ID and region ID



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)	cacl
EMEA (Dublin)	euw1
EMEA (London)	euw2

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