GENESYS™

Journey JavaScript SDK

Method reference

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Contents

View a list of methods available in 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.

Initialization methods

For more information about a method, including signature and arguments, click the method's name.

Method	Description
init	Initializes the Journey JavaScript SDK.
initialized	Notifies when the Journey JavaScript SDK is initialized fully.
destroy	Stops all Journey JavaScript SDK activity and removes all tracking information.

Session methods

For more information about a method, including signature and arguments, click the method's name.

Method	Description
api.session.getData	Returns an object that contains session information.
api.session.getCustomerCookieId	Returns a string that contains the customer cookie ID.
api.session.getId	Returns a string containing session ID.

Tracking methods

For more information about a method, including signature and arguments, click the method's name.

Method	Description
pageview	Tracks page views.
record	Records custom website events.
forms:track	Captures when visitors complete web-based forms.

Events methods

For more information about a method, including signature and arguments, click the method's name.

Method	Description
on	Subscribes to notifications about a particular type of Journey JavaScript SDK activity.
once	Subscribes to notifications for first event for a particular type of Journey JavaScript SDK activity.
off	Unsubscribes from notifications about a particular type of Journey JavaScript SDK activity.

Utility methods

For more information about a method, click the method's name.

Method	Description
serialize	Passes serialized data from a form.
dom - ready	Allows you to specify a function handler to run when the DOM has loaded fully.
debug	Sends helpful messages to the console.