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Journey JavaScript SDK

Method reference

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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. |