Journey JavaScript SDK

pageview

6/7/2026

Contents

Learn how to use the `pageview` method to track when visitors view your webpages.

> **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 `Pageview` method tracks page views.

Signature

`ac('pageview', [pageOverrides], [customAttributes], [options])`

Arguments

- pageOverrides
- customAttributes
- options

pageOverrides

- **Description:** Sets custom page view location and title
- **Type:** Object
- **Status:** Optional
- **Properties:** See the following table.

Name	Description	Type	Status	Default
location	Page URL	string	optional	
title	Page title	string	optional	

customAttributes

- **Description:** Adds extra information to `pageview` event
- **Type:** Object
- **Status:** Optional
- **Restrictions:** Object with properties of type string, number, Boolean or customAttribute. See customAttributes.

options

- **Description:** Use for more configuration
- **Type:** Object
- **Status:** Optional
- **Properties:** See the following table.

Name	Description	Type	Status	Default
traitsMapper	Used to map custom attributes to traits. For more information, see Traits Mapper.	traitsMapper		
callback	Called once beacon is sent	function	optional	
callbackTimeout	ms to wait for beacon to send	number	optional	