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Journey JavaScript SDK

record

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Learn how to use the record method to capture website events.

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 record method records custom website events.

Signature

```
ac('record', eventName, [customAttributes], [options])
```

Arguments

- eventName
- customAttributes
- options

eventName

- **Description:** Name of the custom event
- **Type:** String
- **Status:** Required
- **Restrictions:** See Guidelines for custom event names.

customAttributes

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

Example

```
ac('record', 'product_added', { price: 15.99, code: 'CDE-123', name: 'Product', hasBatteries: false });
```

Additionally, define the datatype for the attribute to define the value better.

Example

```
ac('record', 'product_added', { price: {datatype: 'integer' value: 15, name: {datatype: 'string' value: 'Product'}}});
```

customAttributes for outcome value tracker

To derive the value of an outcome, create an event that comprises an associated value field. Then, using this event and the value field (within the same event), track the value of the outcome you created.

For example, the following event tracks the products added with the value, price. When you create an outcome using this event, the products added along with their value is tracked as part of the outcome.

- **Description:** Adds extra information to pageview event
- **Type:** Object
- **Status:** Optional
- **Restrictions:** Flat object with properties of type string, number, or Boolean

Example

```
ac('record', 'product_added', { price: 15, code: 'CDE-123', name: 'Product', hasBatteries: false });
```

options

- **Description:** Used 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	