



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Journey JavaScript SDK

Track the #hash portion of the URL fragment

12/8/2025

Contents

- 1 Track the #hash portion of the URL fragment

Track the #hash portion of URL fragments to include relevant information in analytics.

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.

Track the #hash portion of the URL fragment

By default, Genesys Predictive Engagement removes the fragment #hash part of the URL. However, you may want to track the URL fragment to analyze relevant information that it contains.

To include the URL fragments in the URLs tracked:

1. Log in as an administrator.
2. Go to **Global Settings > Tracking Settings**.
3. Enable the **Keep URL fragments** setting.

Before you enable this setting, beware that, pageviews are recorded on page load by default. If your website renders different content based on the URL fragment (without issuing a page reload), you can track these interactions as individual pageviews. To do so, call the `ac('pageview')` method each time the URL fragment changes, passing in the desired page location.