GENESYS™

Journey JavaScript SDK

Track the #hash portion of the URL fragment

1/16/2026

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

> **Important**
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> 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.