



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

[Tracking methods](#)

Contents

- 1 Tracking methods
- 2 AI-23 Add to section above

Learn about the methods available in the Journey JavaScript SDK that you can use to extend and enhance how Genesys Predictive Engagement tracks visitor activity on your website.

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.

Tracking methods

- pageview
- record
- identify
- forms:track

Events that these methods track are custom web events.