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Journey JavaScript SDK

Tracking methods

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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.