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Journey JavaScript SDK

Examples: Events methods with web chats

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See examples of how to use Events methods with web chats.

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.

Subscribe to offered events

```
ac('on', 'webchat:offered', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to accepted events

```
ac('on', 'webchat:accepted', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to started events

```
ac('on', 'webchat:started', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to engaged events

```
ac('on', 'webchat:engaged', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to rejected events

```
ac('on', 'webchat:rejected', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to ignored events

```
ac('on', 'webchat:ignored', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to errored events

```
ac('on', 'webchat:errored', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to timedout events

```
ac('on', 'webchat:timedout', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Subscribe to all web chat events

```
ac('on', 'webchat:all', (event) => {  
  console.log('received %s:%s event', event.actionMediaType, event.actionState, event);  
});
```

Unsubscribe from web chats in the offered state

```
ac('off', 'webchat:offered', eventHandler); // unsubscribes `eventHandler` from  
'webchat:offered' events
```