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## Journey JavaScript SDK

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Learn how to simplify calls to the Journey JavaScript SDK collection methods.

## 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.

## Utility methods

Genesys Predictive Engagement utility methods simplify calls to the Journey SDK collection methods.

For more information, see [Collect tracking data in Web Tracking API](#).

- [serialize](#)
- [dom - ready](#)
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