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Journey JavaScript SDK

Web chat lifecycle

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See the lifecycle of a web chat and the metrics that we capture at each state along the way. Genesys Predictive Engagement uses lifecycle states for reporting and determining the triggering behavior of action maps that use web chats.

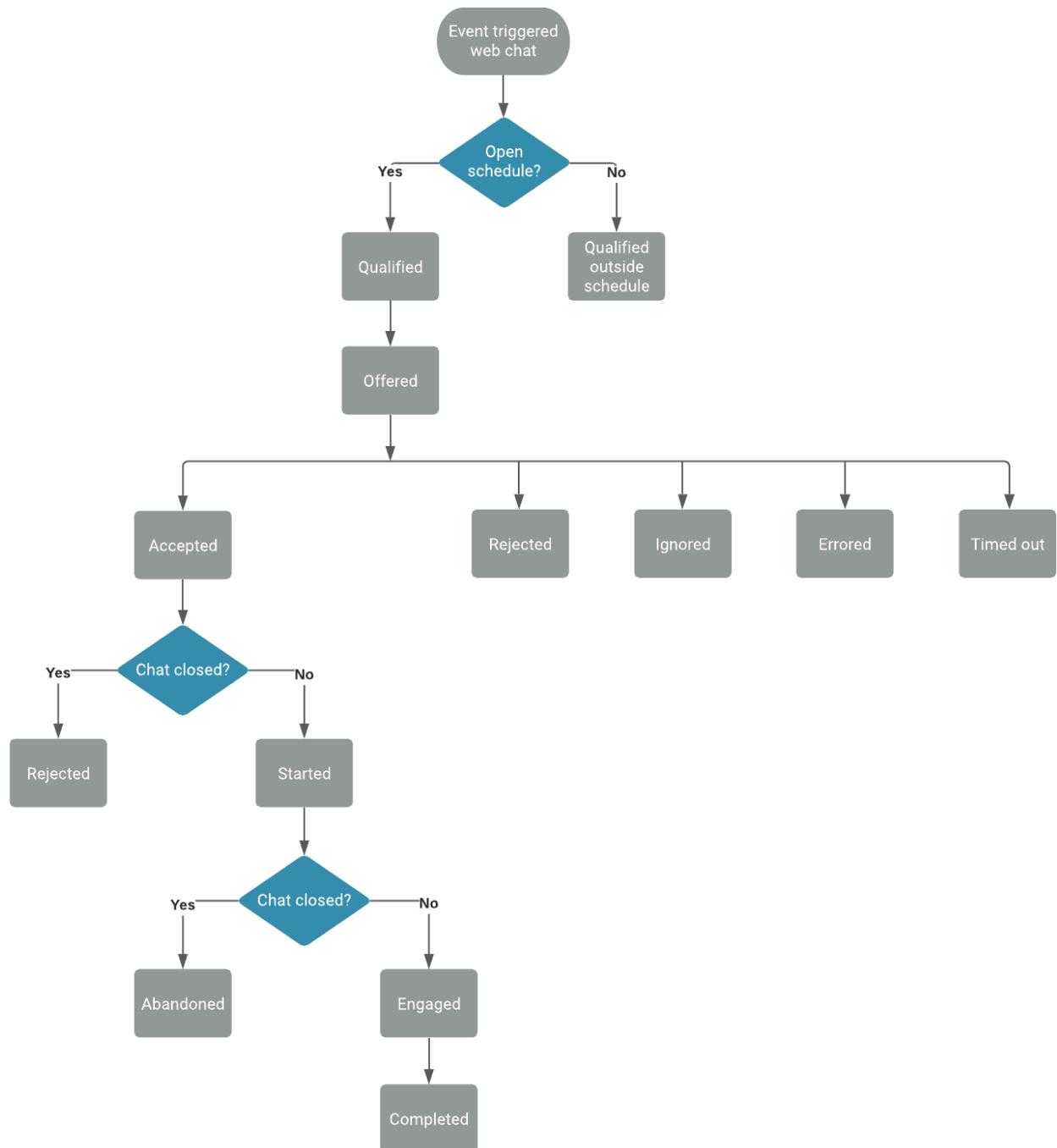
Related documentation:

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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.

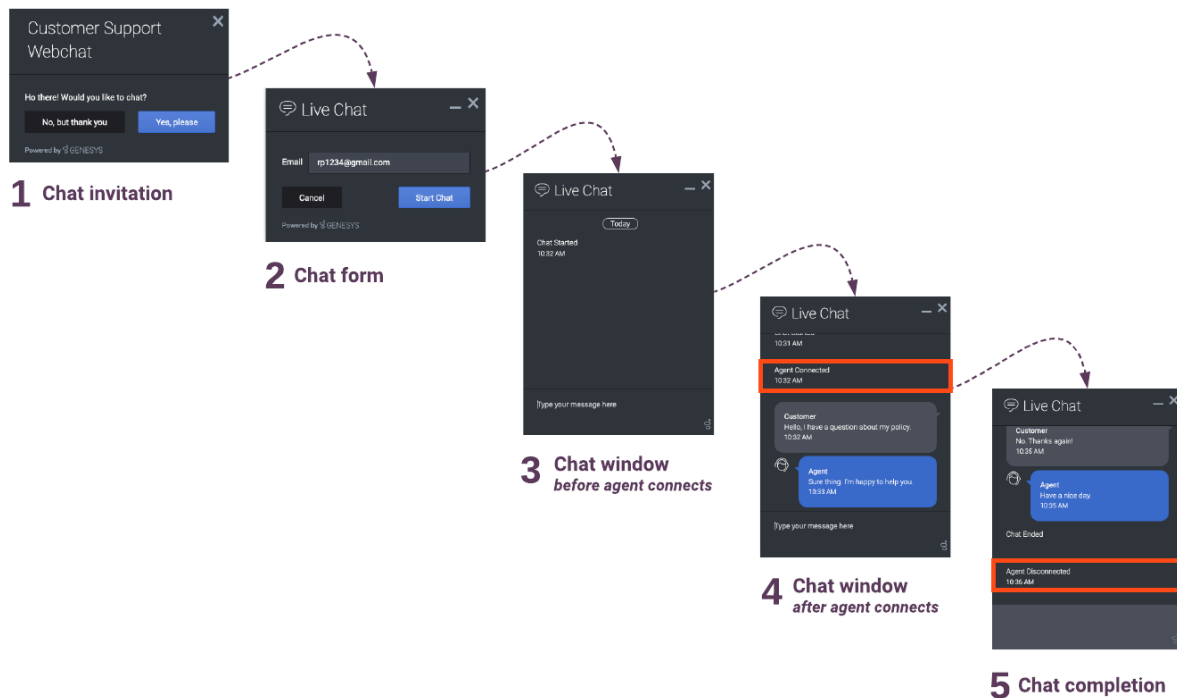
Web chat operations



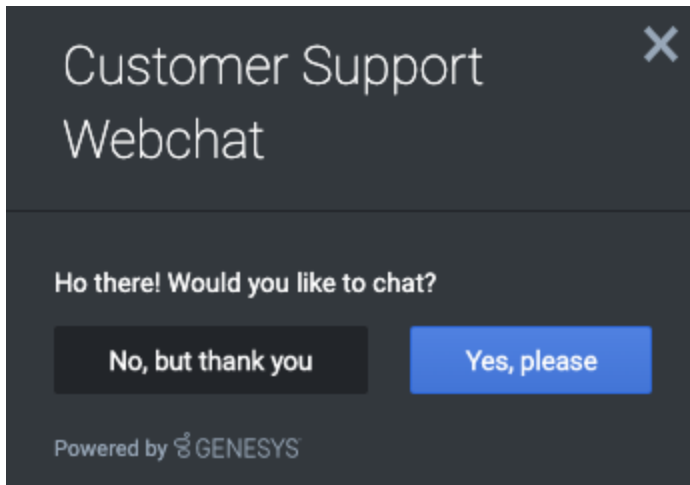
Web chat lifecycle

The following diagram shows the stages that occur during the lifecycle of web chats after offering them to customers. Subsequent sections provide details about specific states, including the events that can occur and the data that is available for use with the Events methods for web actions. The Terminal states section explains how states ensure that customers do not see the same offer to chat repeatedly.

For more information about web chat offering, see Offered action maps.



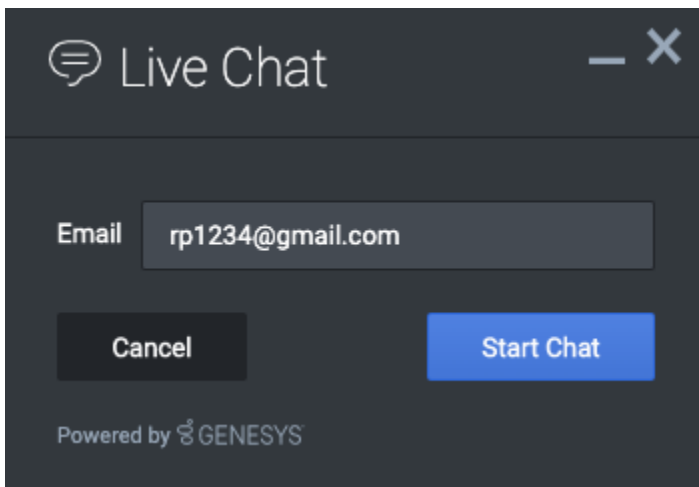
1. Web chat invitation



State	Event	Description	Data collected
offered	Web Actions Offered	Visitor's activity qualified an action map and triggered a chat invitation.	See Event types for web actions.
accepted	Web Actions Accepted	Visitor accepts the chat invitation.	See Event types for web actions.
rejected	Web Actions Rejected	Visitor rejects the chat invitation. This state is a terminal state.	See Event types for web actions.
ignored	Web Actions Ignored	Visitor ignored the invitation by navigating away from or around it. This state is a terminal state. Note: This event does not have a corresponding metric in the Action Map Performance Report.	See Event types for web actions.
errored	Web Actions Errored	Error occurred in the widget that prevented the engagement from occurring. Note: This event does not have a corresponding metric in the Action Map Performance Report.	See Event types for web actions. Also, the errorMessage field is available.
timed out	Web Actions Timed Out	Chat invitation timed out and was rescinded. This state is a terminal state. Note: This event does not have a corresponding metric	See Event types for web actions.

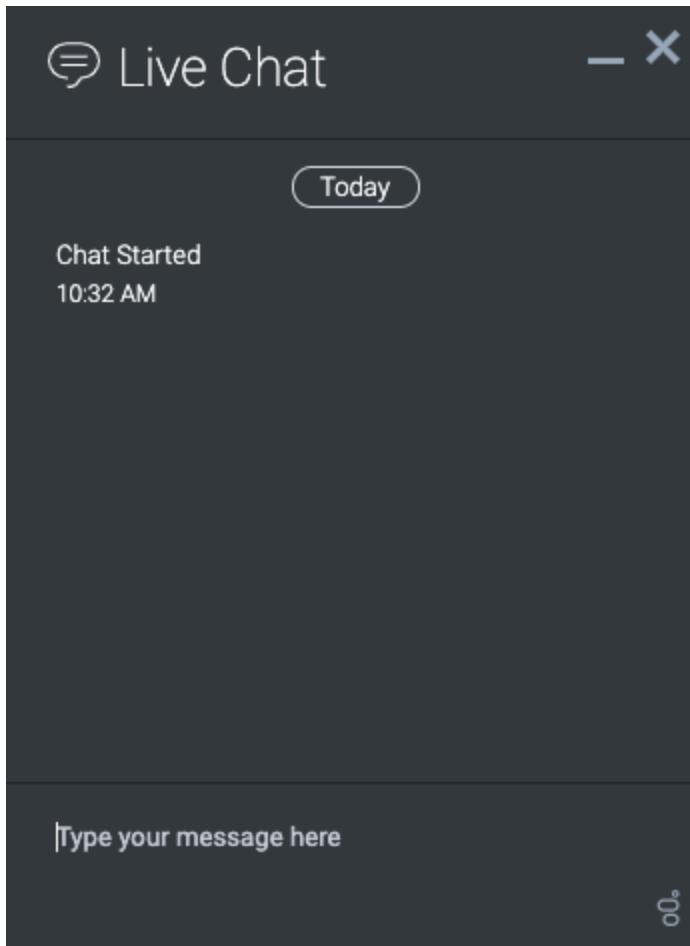
State	Event	Description	Data collected
		in the Action Map Performance Report. The timeout period is configurable through the widget.	

2. Web chat form



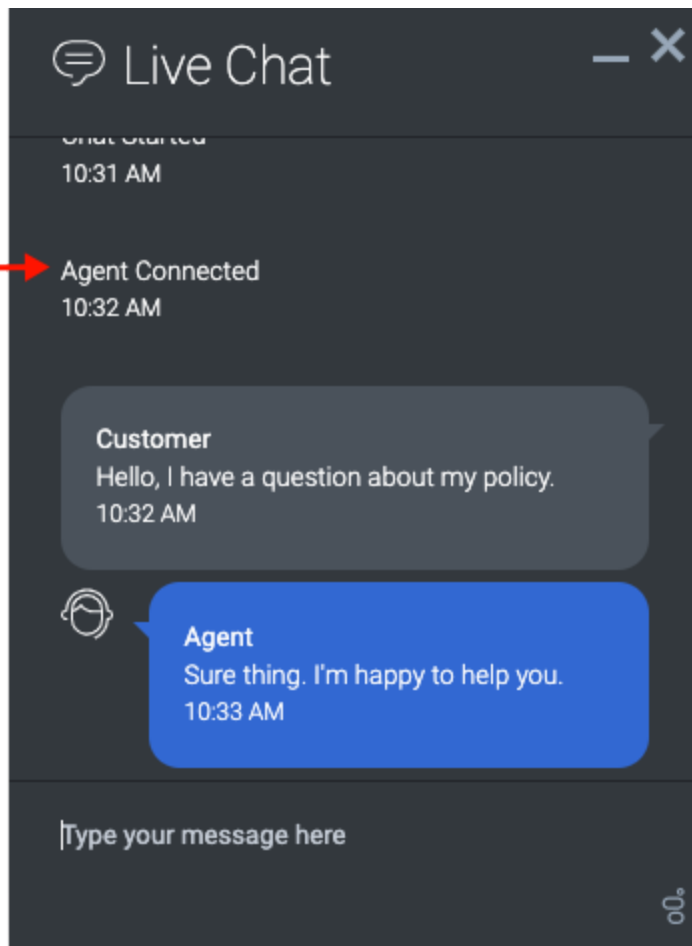
State	Event	Description	Data collected
rejected	Web Actions Rejected	Visitor cancels or closes the form. This state is a terminal state.	See Event types for web actions.

3. Web chat window: before agent connects



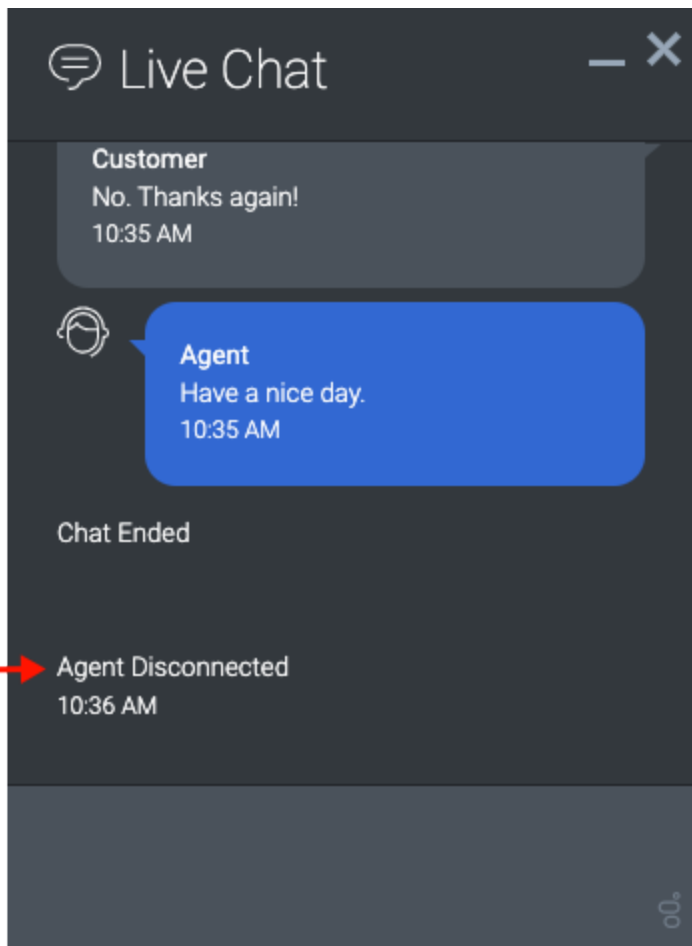
State	Event	Description	Data collected
started	Web Actions Started	After the visitor submits the form, a chat interaction starts.	See Event types for web actions.
abandoned	Web Actions Abandoned	Visitor closes the chat window before an agent connects. This state is a terminal state.	See Event types for web actions.

4 Web chat window: after agent connects



State	Event	Description	Data collected
engaged	Web Actions Engaged	Agent accepts the chat and connects with the visitor. This state is a terminal state.	See Event types for web actions.

5. Web chat completion



State	Event	Description	Data collected
Not applicable/Not tracked	Not applicable/Not tracked	Either the visitor or the agent ends the chat. Note: This event does not have a corresponding metric in the Action Map Performance Report.	See Event types for web actions.

Terminal states for web chats

In the web chat lifecycle, certain states are *terminal*, or final, states. If a visitor visits a webpage where an action map is set to trigger a web chat, the action map doesn't offer the web chat if it is in a terminal state. This feature ensures that a visitor does not receive the same offer to chat after accepting the offer already or indicating that they are not interested in that particular chat offer.

Terminal states for web chats are:

- Engaged
- Rejected
- Timed out
- Ignored
- Abandoned

For more information, see [Define an action map's triggers](#).

Report metrics and events

The metrics used in the Action Map Performance report metrics correlate directly with the event types for web actions. For more information about metrics for web chats, see [Monitor a web chat's performance](#).