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Journey JavaScript SDK

`api.session.getCustomerCookieId`

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Learn how to obtain a customer's cookie ID.

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.

Description

`api.session.getCustomerCookieId` returns a string that contains the customer's cookie ID.

Signature

```
ac('api.session.getCustomerCookieId', (err, cookieInfo) => {
  if (err) {
    // handle error
    return;
  }
  return cookieInfo;
});
```

Callback

The callback takes `err` as the first parameter.