



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Journey JavaScript SDK

[autotrackClick](#)

---

## Contents

- [1 Description](#)
- [2 Signature](#)
- [3 Example](#)
- [4 Config \(required\)](#)
  - [4.1 Example](#)
  - [4.2 Use events to track outcome value](#)
- [5 AI-400 Config \(required\)](#)
  - [5.1 Example](#)
  - [5.2 Use events to track outcome value](#)
- [6 Callback \(optional\)](#)

---

Learn how to configure which click events Genesys Predictive Engagement tracks on your websites. This configuration provides more accurate page tracking information for use in segments and outcomes.

### 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

The `autotrackClick` module tracks when and where a visitor clicks on a webpage. To use `autotrackClick`, configure the click events to track using the following options:

- Config
- Callback

## Signature

```
ac('load', 'autotrackClick', config, [callback]);
```

## Example

```
ac('load', 'autotrackClick', {
  clickEvents: [
    { selector: 'button.bg-green', eventName: 'green_button_clicked' },
    { selector: 'footer *', eventName: 'footer_clicked' }
  ]
}, function () {
  console.log('"autotrackClick" has been loaded');
});
```

---

## Config (required)

**Description:** Identifies an array of click events to track.

**Type:** Object

**Properties:** See the following table.

Name	Description	Type	Status
selector	String that selects elements. For more information, see <a href="https://developer.mozilla.org/en-US/docs/Web/API/Element/matches">https://developer.mozilla.org/en-US/docs/Web/API/Element/matches</a>	String	required
eventName	String used as the event name when an element matching the selector is clicked.	String	required
customAttributes	Field used to send additional information when the selector is clicked. The field can be set with static, predetermined values. Once the autotrackClick module initiates, the value that is available in the value field is applied for the rest of the session. The value cannot be changed dynamically according to user action. There can be more than one field.	Object	optional

### Example

To create an event to track the number of clicks on the green button, use the customAttributes as follows:

```
{
  clickEvents: [
    { selector: 'button.bg-green', eventName: 'green_button_clicked', customAttributes:
      {clickValue: 100, name: Insurance},
    { selector: 'footer *', eventName: 'footer_clicked' }
  ]
}
```

### Use events to track outcome value

Use the attributes within the autotrackClick SDK to track an outcome from action maps. You can

---

further use the value set within the SDK to define the value of the outcome. In this example, the value of a click is set at 100. This means that if the value of the outcome stands at 1000, the total number of clicks is 10 with a total value of 1000.

## Callback (optional)

When a module loads, callback is executed. No arguments pass to the callback.