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Journey JavaScript SDK

autotrackIdle

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Learn how to configure when Genesys Predictive Engagement detects inactivity on a webpage. 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 `autotrackIdle` module tracks when and where a visitor becomes inactive on a webpage. To use `autotrackIdle`, configure the idle events to track using the following options:

- Config
- Callback

Signature

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

Example

```
ac('load', 'autotrackIdle'); // This is for all one idle event config with defaults
ac('load', 'autotrackIdle', {
  idleEvents: [
    {}, // This is for all defaults
    { eventName: 'stuck_on_page' },
    { idleAfter: 60 },
    { eventName: 'idle_for_2_min', idleAfter: 120 },
  ]
}, function () {
  console.log("autotrackIdle" has been loaded");
});
```

Config (optional)

Description: Identifies an array of idle events to track.

Type: Object

Properties: See the following table.

Name	Description	Type	Status
idleAfter	Number of seconds of inactivity after which an event fires. The default is 60 seconds and the minimum is 30 seconds. Note: If you specify less than 30 seconds, 30 seconds is used.	Number	optional
eventName	String used as the event name when an element matching the selector is clicked.	String	optional

Example

```
{
  idleEvents: [
    {}, // This is for all defaults
    { eventName: 'stuck_on_page' },
    { idleAfter: 60 },
    { eventName: 'idle_for_2_min', idleAfter: 120 },
  ]
}
```

Callback (optional)

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