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Journey JavaScript SDK

autotrackScrollDepth

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Learn how to configure which scroll milestones 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 `autotrackScrollDepth` module tracks when a visitor scrolls to see a specific percentage of a webpage. To use `autotrackScrollDepth`, configure the click events to track using the following options:

- Config
- Callback

Signature

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

Example

```
ac('load', 'autotrackScrollDepth', {
  scrollDepthEvents: [
    { percentage: 75, eventName: 'scroll_depth_75' },
    { percentage: 100, eventName: 'scroll_depth_100' }
  ],
  function () {
    console.log('"autotrackScrollDepth" has been loaded');
  }
});
```

Config (required)

Description: Identifies an array of scroll depths to track.

Type: Object

Properties: See the following table.

Name	Description	Type	Status	Default
percentage	String that selects elements. For more information, see https://developer.mozilla.org/en-US/docs/Web/API/Element/matches	Number (0 - 100)	required	NA
eventName	String used as the event name when an element matching the selector is clicked.	String	optional	scroll_depth_ eg if "percentage" = 75, eventName defaults to "scroll_depth_75"

Example

```
{
  scrollDepthEvents: [
    { percentage: 50 },
    { percentage: 100, eventName: 'viewed_full_page' },
  ]
}
```

Callback (optional)

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