GENESYS™

Journey JavaScript SDK

on

2/21/2026

Contents

To subscribe to receive notifications about a particular type of SDK activity, use ac('on').

> **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

Use ac('on') to subscribe to SDK events of a given event type and state.

Signature

```
ac('on', '', function eventHandler(evt) { /* do stuff */ });
```

Examples

For examples, see:

- Examples: Events methods with content offers
- Examples: Events methods with web chats