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## Journey JavaScript SDK

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Learn how to use the Journey JavaScript SDK to customize how Genesys Predictive Engagement tracks and manages customer activity on your website.

### Important

The articles in this guide only apply 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.

## Get started

Learn how to get started using the Journey JavaScript SDK.

- [Get started](#)
- [About the tracking snippet](#)
- [Cookies](#)
- [Advanced tracking with cookies](#)

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## Methods

Learn about the methods that are available in the Journey JavaScript SDK.

- [Method reference](#)
  - [Initialization methods](#)
  - [Session methods](#)
  - [Tracking methods](#)
  - [Event methods](#)
  - [Utility methods](#)
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## APIs

Learn how to use APIs to track user activity, form submissions, and abandonment events.

- Web Tracking API
- Form Tracking API

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## Trait mapping

Learn how to map multiple records for the same customer to see more complete customer profiles.

- Map traits to link customer records

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## Modules

Learn about JavaScript files that enhance the functionality that the Journey JavaScript SDK provides.

- About modules
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