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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](#)

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](#)

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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