GENESYS™

Journey JavaScript SDK

7/3/2025

Contents

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

Trait mapping

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

- Map traits to link customer records

Modules

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

- About modules