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Journey JavaScript SDK

[About Events methods](#)



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Designer User's Guide

Survey B

Events methods allow developers to build functionality that reacts to state changes in the SDK.

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.

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Events methods

Events methods allow you to receive notifications about activities that the Journey JavaScript SDK tracks.

- on
- once
- off

Use Events methods with content offers

You can use Events methods to capture data related to Content offers.

- Use Events methods with web actions
- Content offers lifecycle
- Examples: Events methods with content offers

Use Events methods with web chats

You can use Events methods to capture data related to web chats.

- Use Events methods with web actions
- Content offers lifecycle
- Examples: Events methods with web chats

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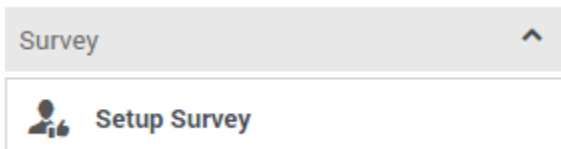
- Administrator

These blocks help you to set up and offer surveys to customers.

Related documentation:

-

These blocks are used to manage surveys offered to customers.



Use the links below to learn more about each block.

Setup Survey

Sets up a survey for the customer.

Used in: **Initialization, Self Service, Assisted Service**

Surveys are typically offered during the **Self Service** phase and completed by an accepting customer after they have finished interacting with an agent in the **Assisted Service** phase. But if you have set up your survey to be **Immediate**, the customer can complete the actual survey while still in the **Self Service** phase of the application.