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Developer's Guide

Monitoring

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Contents

- [1 Monitoring](#)
 - [1.1 Basic Configuration](#)
 - [1.2 Advanced Configuration](#)
 - [1.3 Monitoring JS API](#)
 - [1.4 Related Links](#)

The Monitoring Agent service records web browsing activity on your site. It generates basic system events such as VisitStarted, PageEntered, and additional custom business events, such as 'add-to-shopping cart'. Then it sends these events to the Frontend Server for further processing (you can read more about the structure of these events [here](#)).

To implement monitoring, you simply include the Monitoring Service JS script in your web pages. This short piece of regular JavaScript activates monitoring and notification functions by inserting one of the following scripts into the page: **GT.min.js**, **GTC.min.js**, **GPE.min.js**. The script depends on your requirements — see [Configuring the Instrumentation Script](#) for details. The JavaScript asynchronously loads the application into your pages, which means that Monitoring Service JS does not block other elements on your pages from loading.

Basic Configuration

The simplest way to get the Monitoring Service JS for your site is by using the Genesys Web Engagement Plug-in for Genesys Administrator Extension. See [Generating the Instrumentation Script](#) for details.

Important

If you plan to use Web Engagement chat, make sure to include the Chat JS Application script into your web pages, as well. See [Engagement](#) for details.

Advanced Configuration

Once you generate the script, you can use it as is or implement the advanced configuration options to customize the script to suit your requirements. See [Configuring the Instrumentation Script](#) for details.

Monitoring JS API

You can also take a highly customized approach and use the [Monitoring JS API](#) to submit events to the Frontend Server. You can submit UserInfo, SignIn, SignOut, and even your own custom business events using this API. For example, you can use the API to identify visitors on your website. See [Visitor Identification](#) for details.

Related Links

- [Visitor Identification](#)

- [Events Structure](#)