



Genesys Predictive Engagement Administrator's Guide

About analytics

Learn how to evaluate how visitors use your website and determine the effectiveness of your action maps.

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Availability of analytics data

Understand how Genesys Predictive Engagement's machine learning processes visitor data for reports. Learn when data results are available to you. Understand how you can select the granularity of data that appears in reports.

- Availability of analytics data

Reports

Review the available reports in Genesys Predictive Engagement.

- Visitor Activity
- Action Map Performance

Billing and usage

View your billing and usage information.

- Billing and usage