



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Predictive Engagement Administrator's Guide

[About journey data](#)

---

Learn what types of customer journey data that you and your agents can see about a visitor's interactions with your website.

## Contents

- [1 Customer journey data](#)

---

## Customer journey data

Learn what types of customer journey data that you and your agents can see about the visitors on your website.

- Live Now
  - Customer summary (admin view)
  - Visit journey map (admin view)
  - Searches performed (admin view)
  - Segments assigned (admin view)
  - Outcome scores (admin view)
  - Additional information (admin view)
  - Unknown users
-