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Genesys Predictive Engagement Administrator's Guide

[About web messaging](#)

Learn how to work with web messaging in Genesys Predictive Engagement.

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Overview

Learn what web messaging is and how it works in Genesys Predictive Engagement.

- Web messaging overview
- Supported browsers for web messaging

Get started with web messaging

Learn how to start using web messaging with Genesys Predictive Engagement. If you are using web chat offers currently, you must complete the migration tasks first.

- Migrate from web chat offers to web messaging offers
- Configure and deploy Genesys Messenger
- Create a web messaging offer

Monitor web messaging offers

Learn how to monitor the performance of your web messaging offers.

- Action Map Performance report metrics
- Web messaging performance