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Genesys Predictive Engagement Administrator's Guide

[Additional information \(admin view\)](#)

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In Live Now, learn how to view details about a visitor's geographic location and the technology they use.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud CX:
 - **Journey > Customer > View** (to see information about existing customers)
 - **Journey > Event > View** (to see events on the customer journey map)
 - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

View additional information

Visitors > Live now > Customer summary

Name: Elvis Murazik
Status: Online now
Visits: 1

Additional details

- Ashburn, Virginia
- Apple desktop
- Mac OS X 10.8
- Safari 5.2

Visit June 7, 2019 8:41 AM Visit duration: a few seconds

Visit journey

Universal Insurance
Home Insurance
Auto Insurance
Search: professional ins...

Searches performed








professional insurance

View additional information, including the visitor's:

- Browser

-
- Device
 - Operating system





Browsers

Browser	Icon
Chrome	
Edge	
FireFox	
Internet Explorer	
Opera	
Other	
Safari	

Devices

Device	icon
Desktop	
Laptop	
Mobile	
Tablet	

Operating system

Operating system	Icon
Android	
Linux	
MacOS	
Windows	
Other	OS