



# Genesys Predictive Engagement Administrator's Guide

Conversation sessions

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**Feature coming soon!** Understand how to capture information about customer conversation interactions (phone calls and chats) and present it to agents.

### Related pages:

- .

### Prerequisites

- Configure the following permissions in Genesys Cloud:
  - To see custom sessions and custom events, agents need specific permissions.
- Deploy the Genesys Predictive Engagement tracking snippet.

## Overview

When you track your website with Genesys Predictive Engagement, we capture the history of conversation interactions between agents and customers. A conversation interaction is any interaction that involves a phone call or web chat. For each conversation interaction, we create a corresponding conversation session.

### Important

Both web chats and phone calls can occur within a single conversation session.

## Supported channels

Genesys Predictive Engagement supports the following channels as conversation sessions:

- Inbound calls
- Outbound calls
- Web chats
- About web messaging

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## How conversation sessions begin

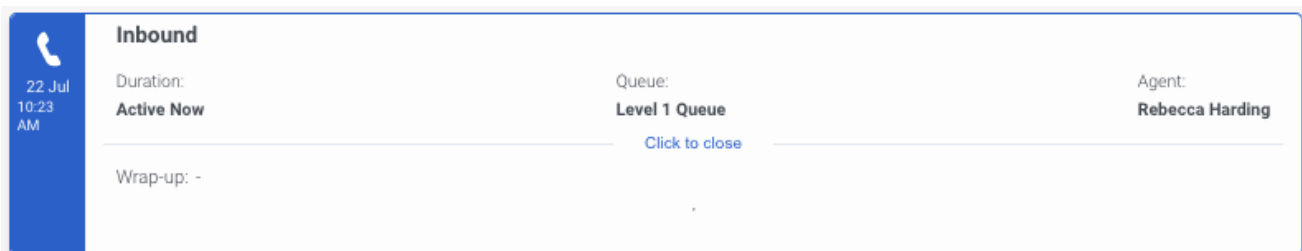
A conversation session can begin when:

- Customer calls the support center (inbound call)
- Agent calls a visitor (outbound call)
- Genesys Predictive Engagement offers a chat and the customer accepts the offer
- Customer starts a chat on a web page (reactive chat)
- Customer starts a web messaging interaction

## How we verify contacts in a conversation

When a customer comes to your website, we attempt to verify their identity using their personal identifiable information (phone number or email address). Agents can also verify a customer manually. For more information, see [About external contacts](#).

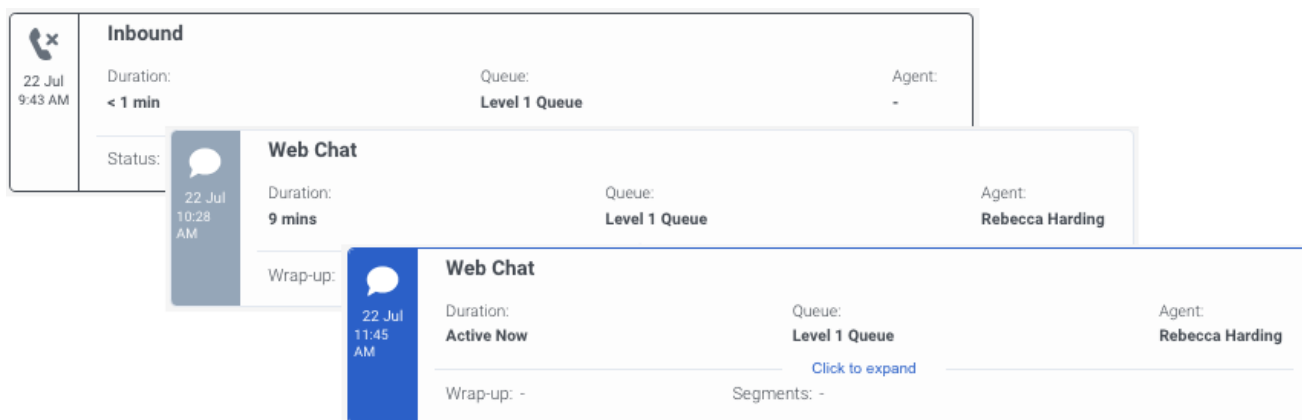
## Conversation session cards



Agents see a separate session card for each conversation session. The session card includes:

- Color
- Title
- Icon (indicates call or chat)
- Duration
- Queue
- Agent name
- Journey map (visible when card is expanded)
- Status or wrap up code

## Session card colors





The following table explains the significance of the session card colors.

Color	Description
White	Abandoned. Customer ended the conversation before the agent could assign a wrap-up code.
Gray	Inactive. Conversation session ended and the agent assigned a wrap-up code.
Blue	Active. Conversation session is ongoing.


## Session card icons


As a conversation session progresses, the icon displayed in the session card may change. The following table explains the icons that appear in the session card.

Channel	In progress	Missed/Abandoned
Call (inbound)		
Call (outbound)		

Channel	In progress	Missed/Abandoned
Chat		

## Status and wrap up codes


**Web Chat**  
 22 Jul 11:07 AM  
 Duration: < 1 min  
 Queue: [Redacted]  
 Agent: -  
 Click to expand  
 Segments: -  
**Status: Waiting**


**Inbound**  
 22 Jul 11:14 AM  
 Duration: 2 mins  
 Queue: [Redacted]  
 Agent: [Redacted]  
 Click to expand  
 Segments: 1  
**Wrap-up: Complaint**

The available statuses are:

- **Waiting:** Customer is in the queue and waiting for an agent to accept the interaction
- **Ended by Customer:** Customer abandoned the call or chat

When an agent assigns a wrap-up code to end a call or chat, the wrap-up code replaces the status. For more information about creating wrap-up codes, see [About wrap-up codes](#).

## Conversation events in segments, outcomes, and action maps

During a conversation, we record the following events:

- Routed (waiting in queue)
- Connected to agent

- 
- Ended (either of the following)
    - Agent wraps up
    - Customer abandons (ends the session before the agent wraps it up)

You can use these events and their corresponding attributes to create segments and outcomes.

If an action map uses an Architect flow action, you can use these events to trigger that action map.

## Web chats vs. web sessions

The image shows two session cards side-by-side. The top card is titled 'Web Chat' and features a speech bubble icon. It displays the date and time '21 Jul 2:20 PM', a status of 'Active Now', and fields for 'Duration:', 'Queue:', and 'Agent:'. A 'Wrap-up:' field is empty. A 'Click to close' link is centered below the main content area. The bottom card is titled 'Web Visit' and features a star icon. It displays the date and time '21 Jul 2:18 PM', a status of 'Active Now', and fields for 'Duration:', 'Current page:', and 'Session info:'. The 'Current page:' field shows 'Home Page'. The 'Session info:' field contains icons for location, chat, Apple, and a refresh symbol. Below the main content area, there are fields for 'Searches: -', 'Segments: 1', and 'Outcome Predictions: -'. A 'Click to expand' link is centered below the main content area.

Agents see separate session cards for web sessions and conversation sessions:

- A web session begins when a customer comes to a webpage where the Predictive Engagement tracking snippet is deployed. In the Session Library, you can customize the title for the conversation cards for web sessions. For more information, see [Set the session card title](#).
- A conversation session begins when a customer accepts an invitation to chat or starts a web chat on their own. The title of a web chat is always **Web Chat**.