



Genesys Predictive Engagement Administrator's Guide

Customer summary (admin view)

Contents

- [1 Customer summary](#)
- [2 View a different session](#)

In Live Now, learn how to see details about a visitor and their previous engagements with your company.

Prerequisites

- Configure the following permissions in Genesys Cloud:
 - **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)

Customer summary

Visitors > [Live now](#) > Customer summary

Name: Eldora Eichmann
Status: Online now
Page views: 1

Sessions August 20, 2019 8:33 AM ▼ Session duration: a minute

Visit journey

Universal Insurance
Search: quality
Auto Insurance
Life Insurance
Home Insurance

Searches performed

quality

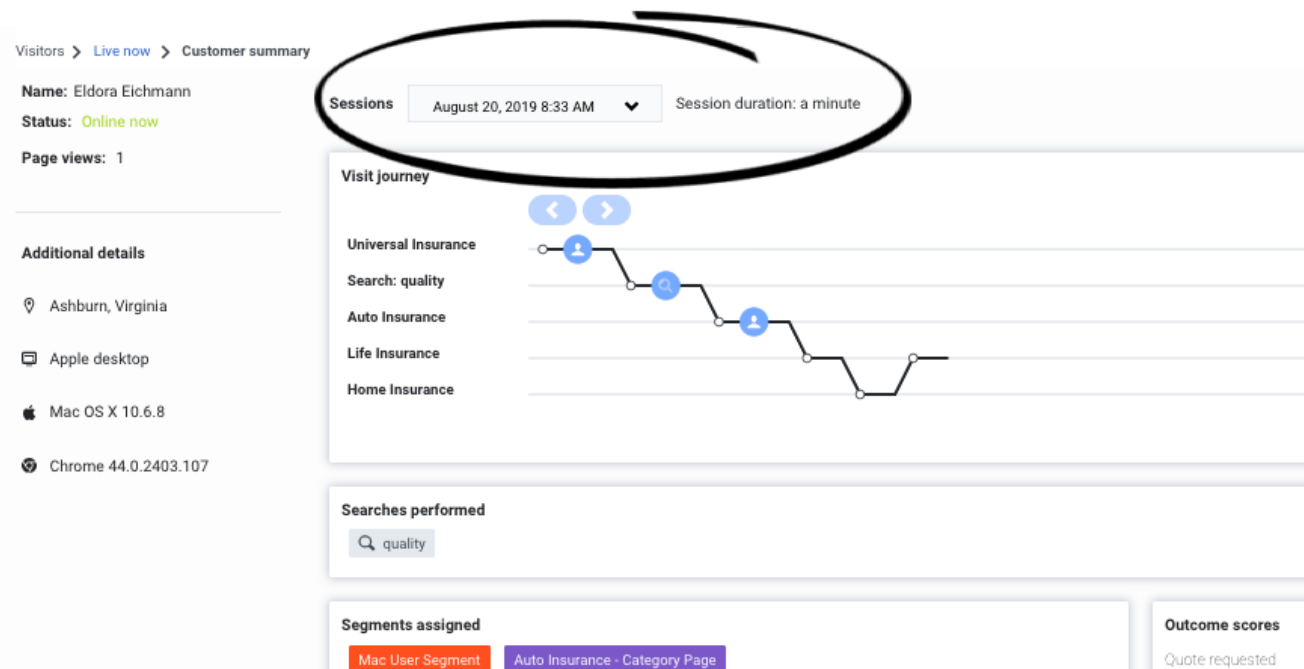
Segments assigned

Mac User Segment Auto Insurance - Category Page

Customer summary details include the visitor's current status and the total number of times that they viewed any of your tracked web pages during the current session. You can also see:

- A different visit
- Customer journey map
- Searches performed
- Segments assigned
- Outcome scores
- Additional information
- Unknown users

View a different session



Visitors > [Live now](#) > Customer summary

Name: Eldora Eichmann
Status: Online now
Page views: 1

Additional details

- Ashburn, Virginia
- Apple desktop
- Mac OS X 10.6.8
- Chrome 44.0.2403.107

Sessions August 20, 2019 8:33 AM ▼ Session duration: a minute

Visit journey

Universal Insurance
Search: quality
Auto Insurance
Life Insurance
Home Insurance

Searches performed

quality

Segments assigned

Mac User Segment Auto Insurance - Category Page

Outcome scores

Quote requested

Genesys Predictive Engagement tracks visitor activity by session. When you view a customer summary, you see information for the current session. To see a different session, click it in the list. Genesys Predictive Engagement displays the customer journey map, segments assigned, and outcome scores for the session that you select.