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Genesys Predictive Engagement Administrator's Guide

[Visit journey map \(admin view\)](#)

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In Live Now, learn to use a graphical representation of a visitor's path through your website. This information provides the full context of a visitor's questions and can help you understand their needs. For more information about the icons, see icon descriptions.

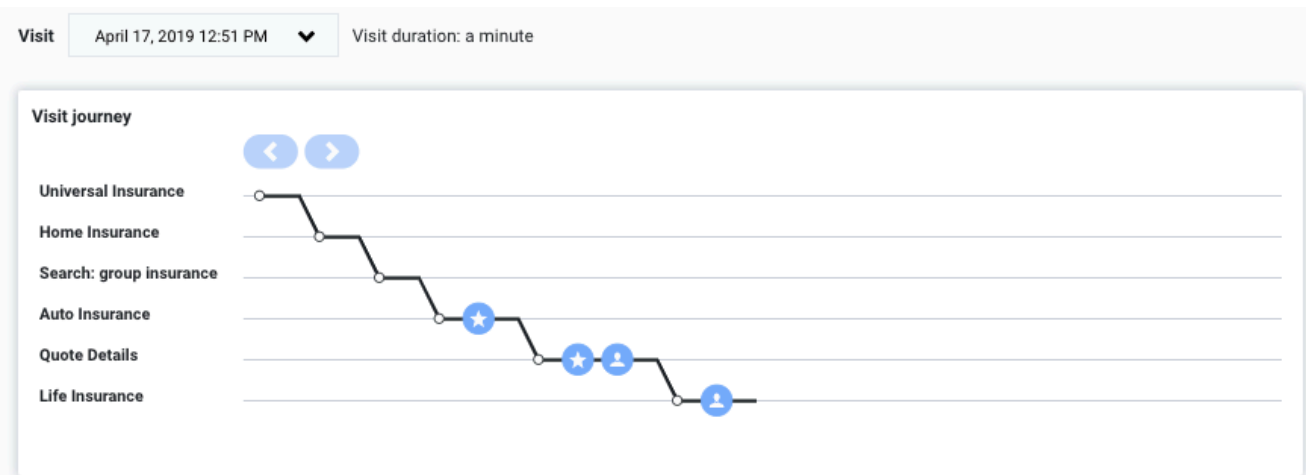
Related documentation:

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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 a visitor's journey



The visit journey map indicates:

- Which pages a visitor saw and in what order
- The engagement types that the visitor had with an agent or with Genesys Predictive Engagement while

on a page

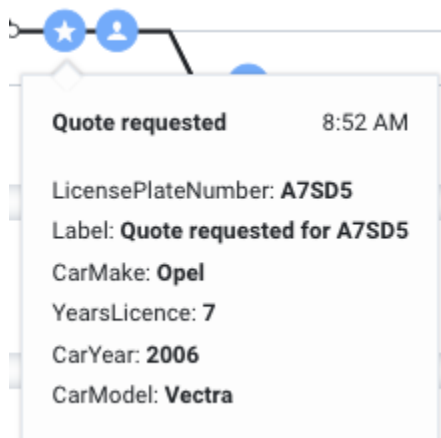
- When the visitor matched segments

To see URLs instead of page titles, click **URL**.

Important

If a logged-in user logs out, Predictive Engagement considers the user as a new user and creates a new journey map.

See point-in-time details



To see more information about what the visitor did, rest your mouse on an icon.

About the icons



Positive



Neutral









Negative

Icon descriptions:

- Messaging activity icons
- Chat activity icons
- Form activity icons
- Purchase activity icons
- Journey shaping icons
- Miscellaneous icons







Messaging icons

This section only applies to Genesys Cloud CX customers using web messaging.



Icon	Tooltip	Description
	Messaging offered	Genesys Predictive Engagement offered messaging to the visitor.
	Messaging accepted	Visitor accepted the messaging offer.
	Messaging requested	Visitor requested messaging.
	Messaging rejected	Visitor rejected the messaging offer.
	Messaging timed out	Messaging offer timed out before the visitor responded.
	Messaging ignored	Visitor left the website before responding to the messaging offer.

Chat icons




This section only applies to customers using web chat.

Icon	Tooltip	Description
	Chat offered	Genesys Predictive Engagement offered a chat to the visitor.
	Chat accepted	Visitor accepted the offer to chat.
	Chat requested	Visitor requested a chat.
	Chat rejected	Visitor rejected the offer to chat.
	Chat timed out	Offer to chat timed out before the visitor responded.
	Chat ignored	Visitor left the website before responding to the chat offer.



Form-related icons

Icon	Tooltip	Description
	Form submitted	Visitor submitted a form.
	Form abandoned	Visitor abandoned the form before completing it.


Purchase-related icons




Icon	Tooltip	Description
	Product added to cart	Visitor added a product to their shopping cart.
	Product removed from cart	Visitor removed a product from their shopping cart.
	Checkout complete	Visitor completed the checkout transaction.

Journey shaping icons

Icon	Tooltip	Description
	Outcome achieved	Visitor achieved one of your outcomes.
	Segment matched	Visitor matched one of your segments.

Miscellaneous icons

Icon	Tooltip	Description
	Page viewed	<p>Visitor viewed the page.</p> <p>Important It's possible for a web session card to have multiple page titles with the same name. If the URL of a page changes, a new line will form on the web session card and the URL will update. We aren't facilitating dynamic values within a page if a visitor reloads the page.</p>

Icon	Tooltip	Description
	Searched	Visitor searched for something on your site.
	Default	Default icon used when no other icon is applicable.
	Error	An error occurred.