

# **GENESYS**<sup>®</sup>

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# Genesys Predictive Engagement Administrator's Guide

Get started with Genesys Predictive Engagement for Genesys Multicloud CX

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To use Genesys Predictive Engagement, Genesys Multicloud CX-based customers complete these initial tasks.

#### Overview

- 1. Work with your Genesys Support team to complete the initial integration with Genesys Multicloud CX.
- 2. Fulfill prerequisites for Genesys Multicloud CX Deployments.
- 3. Configure permissions and routing logic.
- 4. Log in to Predictive Engagement.
- 5. Create segments
- 6. Create outcomes.
- 7. Monitor web activity with LiveNow.
- 8. Configure your web pages.
- 9. Create actions.
- 10. Create action maps.
- 11. Receive chats in Agent Workspace.

### For more information

- About Predictive Engagement
- FAQs
- Glossary
- Compliance