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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