Genesys Predictive Engagement Administrator's Guide

Get started with Predictive Engagement for Genesys Engage on-premises

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Contents

To use Genesys Predictive Engagement, Genesys Engage on-premisess-based customers complete these initial tasks.

Complete the following procedures

1. Provision Genesys Multicloud CX hybrid integrations.
2. Fulfill prerequisites for Genesys Engage on-premisess Deployments.
3. Review the supported web browsers listed in the Genesys Cloud CX system requirements.
4. Prepare the required Genesys Cloud CX domains.
5. Deploy the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.
6. Configure the Agent Pacing Service.
7. In the Genesys Cloud CX **Admin** menu, assign permissions to your users.
8. Update your web pages with the Predictive Engagement tracking snippet.
9. Configure Web tracking.

> ### Tip
> Initially, configure only the allowed domains. Then use Live Now to verify that Genesys Predictive Engagement is tracking events. After basic tracking works, configure the rest of the web tracking settings.

10. Create segments
11. Create outcomes.
12. Create actions.
13. Create action maps.
14. Use LiveNow to see visitor activity on your website.

For more information

- About Predictive Engagement
- FAQs
- Glossary
- Compliance