



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Engagement Administrator's Guide

Get started with [Genesys Predictive Engagement for Genesys Multicloud CX](#)

Contents

- [1 Overview](#)

Genesys Multicloud CX-based customers should complete these initial tasks in order to use Genesys Predictive Engagement.

Overview

1. Prepare your tenant.
2. Configure permissions and routing logic.
3. Log in to Predictive Engagement.
4. Create segments
5. Create outcomes.
6. Monitor web activity with LiveNow.
7. Configure your web pages.
8. Create actions.
9. Create action maps.
10. Receive chats in Agent Desktop.