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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.