



Genesys Predictive Engagement Administrator's Guide

Get started with Predictive Engagement for Genesys Cloud

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To use Genesys Predictive Engagement, Genesys Cloud customers complete these initial tasks.

Related use cases:

Genesys Predictive Engagement

Complete the following procedures

1. Fulfill prerequisites for Genesys Predictive Engagement feature enablement, license, permissions, and widget configuration and deployment on your website.
2. Review the supported browsers.
3. Prepare the required Genesys Cloud domains.
4. Learn about Genesys Predictive Engagement's tracking capabilities. Then update your webpages with the Genesys Predictive Engagement tracking snippet.
5. 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.

6. Create segments.
7. Create outcomes.
8. Create actions.
9. Create action maps.

For more information

- [About Predictive Engagement](#)
- [Video: Predictive Engagement for Genesys Cloud](#)
- [FAQs](#)
- [Glossary](#)
- [Compliance](#)