



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](#)
- [2 For more information](#)

---

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 Desktop.

## For more information

- [About Predictive Engagement](#)
- [FAQs](#)
- [Glossary](#)
- [Compliance](#)