



Genesys Predictive Engagement Administrator's Guide

Get started with Genesys Predictive Engagement for Genesys Engage cloud

Contents

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

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

Overview

1. Work with your Genesys Support team to complete the initial integration with Genesys Engage cloud.
2. Fulfill prerequisites for Genesys Engage Cloud 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](#)