



# Genesys Predictive Engagement Administrator's Guide

Get started with Predictive Engagement for Genesys Engage on-premises

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

## Complete the following procedures

1. Provision Genesys Engage hybrid integrations.
2. Fulfill prerequisites for Genesys Engage Premises Deployments.
3. Review the supported browsers.
4. Prepare the required Genesys Cloud domains.
5. Deploy the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.
6. Configure the Agent Pacing Service.
7. **In the Genesys Cloud Admin menu, assign permissions to your users.**
8. Learn about Genesys Predictive Engagement's tracking capabilities and how to prepare widgets for Genesys Predictive Engagement. Then update your webpages with the Genesys Predictive Engagement tracking snippet.
9. 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.

10. Create segments
11. Create outcomes.
12. Create actions.
13. Create action maps.
14. Use LiveNow to see visitor activity on your website.

## For more information

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

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- Compliance