

Genesys Predictive Engagement Administrator's Guide

[View action maps](#)

7/26/2021

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Learn how to search for, create, edit, duplicate, and delete action maps.

Related pages:

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Prerequisites

- Configure the following permissions in Genesys Cloud:
 - **Journey > Action Map > Add, Delete, Edit, and View** (to create action maps)
 - **Journey > Action Target > View** (to select a team to handle interactions from the action map)
- Create segments.
- Create outcomes.

View action maps list

Action Maps

Design when and how your website engages customers.

Create action map

Search

Name	Updated	Type	Active	Options
Auto Insurance - Quote - Distracted Content Offer	March 5, 2021	Content offer	<input type="checkbox"/> No	⋮
Auto Insurance Content Offer	October 14, 2020	Content offer	<input type="checkbox"/> No	⋮
Black Friday Offer	December 9, 2020	Webchat	<input type="checkbox"/> No	⋮
Business Insurance Purchased	April 7, 2021	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Claire's temporary AM	May 18, 2021	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Search	March 18, 2021	Webchat	<input type="checkbox"/> No	⋮
Conversation Type Outcome used Action map test	March 22, 2021	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Customer Scoped Segment	January 20, 2021	Webchat	<input type="checkbox"/> No	⋮
DB Session Scoped Action map	March 4, 2021	Content offer	<input type="checkbox"/> No	⋮
DB Test Action Map	March 4, 2021	Content offer	<input type="checkbox"/> No	⋮
Doc Site Trigger	September 9, 2020	Webchat	<input type="checkbox"/> No	⋮

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Name: Action map name.

Updated: Date the action map was last modified in Predictive Engagement.

Type: Type of web action associated to the action map, such as web chat or content offer.

Active: Indicates whether the action map is active and ready to trigger on your website.

Options: Menu of options available for the action map, such as edit, delete, and duplicate.

Search for an action map

Create action map Q cl x

Name	Date	Type	Active	Options
Mortgages - Step 2 - PPC Desktop	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Insurance Switchingv5 - deleted queue	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Claim Prospect	June 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Brand New Claim (do not edit)	June 12, 2019	Webchat	<input type="checkbox"/> No	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
session.pageviewCount > 5	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Test Action Map	June 4, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Retargeting customers who run into friction - Test	May 29, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote - Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Us - Assistance	May 27, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JoeActionMap	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud with Altocloud Sales	April 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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Type one or more characters (not case-sensitive) for which to search. As you type, only the action maps that match your criteria appear in the list.

A column heading with an arrow indicates that you can click the arrow to sort the list by that entity. An upward-pointing arrow indicates that the list is in ascending order and a downward-pointing arrow indicates that the list is in descending order.

Create an action map

Action Maps

Design when and how your website engages customers.

Create action map



Name	Updated	Type	Active	Options
Auto Insurance - Quote - Distracted Content Offer	October 14, 2020	Content offer	<input type="checkbox"/> No	⋮
Auto Insurance Content Offer	October 14, 2020	Content offer	<input type="checkbox"/> No	⋮
Black Friday Offer	September 9, 2020	Content offer	<input type="checkbox"/> No	⋮
Contact Search	September 9, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Conversation-triggered webhook	October 6, 2020	Webhook	<input type="checkbox"/> No	⋮
Customer Scope Demo WebChat	October 14, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮
DB Session Scoped Action map	October 21, 2020	Content offer	<input checked="" type="checkbox"/> Yes	⋮
DB Test Action Map	October 21, 2020	Content offer	<input checked="" type="checkbox"/> Yes	⋮
Insurance Claim Approved - Update Customer Record	September 9, 2020	Architect flow	<input checked="" type="checkbox"/> Yes	⋮
Justin Test - Quote Abandon	September 9, 2020	Webchat	<input type="checkbox"/> No	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	September 16, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Sean Test	October 5, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Viewed Auto Insurance - routes to altocloud support	September 9, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮
sign up chat	September 25, 2020	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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To create an action map, click **Create action map** and then follow the instructions in Create an action map.

Edit an action map

Create action map Search

Name	Date	Type	Active	Options
A2	June 19, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Brand New Claim (do not edit)	June 12, 2019	Webchat	<input type="checkbox"/> No	⋮
Claim Prospect	June 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Us - Assistance	May 27, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Insurance Switchingv5 - deleted queue	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JoeActionMap	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JustinTest	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Mortgages - Step 2 - PPC Desktop	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PerryTestAM	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud with Altocloud Sales	April 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote - Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Retargeting customers who run into friction - Test	May 29, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
T8	June 21, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Test Action Map	June 4, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
session.pageviewCount > 5	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
vvv	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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To modify an action map, search for it and then click the **Edit** menu option. Follow the instructions in Create an action map.

Duplicate an action map

[Create action map](#) Search

Name	Date	Type	Active	Options
A2	June 19, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Brand New Claim (do not edit)	June 12, 2019	Webchat	<input type="checkbox"/> No	⋮
Claim Prospect	June 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Us - Assistance	May 27, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Insurance Switchingv5 - deleted queue	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JoeActionMap	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JustinTest	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Mortgages - Step 2 - PPC Desktop	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PerryTestAM	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud with Altocloud Sales	April 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote - Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Retargeting customers who run into friction - Test	May 29, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
T8	June 21, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Test Action Map	June 4, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
session.pageviewCount > 5	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
vvvv	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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To simplify the process of creating an action map, duplicate an existing one. Search for the action map to duplicate and then click the **Duplicate** menu option. The duplicate action map displays in edit mode. Specify a new name for the duplicate action map and then modify the remaining information as appropriate.

Delete an action map

[Create action map](#) Search

Name	Date	Type	Active	Options
A2	June 19, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Brand New Claim (do not edit)	June 12, 2019	Webchat	<input type="checkbox"/> No	⋮
Claim Prospect	June 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Us - Assistance	May 27, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Insurance Switchingv5 - deleted queue	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JoeActionMap	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JustinTest	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Mortgages - Step 2 - PPC Desktop	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PerryTestAM	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud with Altocloud Sales	April 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote - Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Retargeting customers who run into friction - Test	May 29, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
T8	June 21, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Test Action Map	June 4, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
session.pageviewCount > 5	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
vvv	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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To delete an action map permanently, search for the outcome, click the **Delete** menu option, and then confirm.

Important

Deletion is permanent. To suspend the action map from triggering, change its status to inactive.

Change the status of an action map

[Create action map](#) Search

Name	Date	Type	Active	Options
A2	June 19, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Brand New Claim (do not edit)	June 12, 2019	Webchat	<input type="checkbox"/> No	⋮
Claim Prospect	June 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Contact Us - Assistance	May 27, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Insurance Switchingv5 - deleted queue	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JoeActionMap	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
JustinTest	May 7, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Mortgages - Step 2 - PPC Desktop	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PerryTestAM	June 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud Prospect (Altocloud Support - No Queue/No EWT)	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
PureCloud with Altocloud Sales	April 18, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote - Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Quote Assistance	May 28, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Retargeting customers who run into friction - Test	May 29, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
T8	June 21, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
Test Action Map	June 4, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
session.pageviewCount > 5	June 6, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮
vvvv	July 5, 2019	Webchat	<input checked="" type="checkbox"/> Yes	⋮

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When you create an action map, it is active and ready to trigger on your site immediately. To prevent an action map from triggering, slide the toggle to **No**. The toggle is also available when you create or edit an action map.

Journey Action Maps Summary view

Feature coming soon: Journey Action Maps Summary view

To learn how visitors interacted with a specific action map and whether the outcome of the action map was achieved, see the Journey Action Maps view in the Genesys Cloud Resource Center.