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# Genesys Predictive Engagement Administrator's Guide

Monitor web messaging performance

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Determine how well your web messaging offers are performing.

**Related documentation:**

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Use the Action Map Performance report to monitor your web messaging performance. The following table defines the available metrics for this report.

Metric	Description
<b>Web Actions Qualified</b>	Number of visitors who matched a segment, activity, or outcome score that triggered the action map.
<b>Web Actions Offered</b>	Number of visitors to whom Genesys Predictive Engagement offered web messaging. <b>Note:</b> When a visitor qualifies for an action map, it does not mean that Genesys Predictive Engagement offers them web messaging immediately. For example, if the visitor matches a segment for the action map but is not on the webpage that triggers the action, Genesys Predictive Engagement does not offer web messaging. Also, if there are no agents available, Genesys Predictive Engagement does not offer web messaging.
<b>Web Actions Accepted</b>	Number of visitors who accepted a web messaging offer. These visitors are a subset of those to whom Genesys Predictive Engagement offered web messaging.
<b>Web Actions Started</b>	Number of visitors who completed the form to start web messaging and waited for an agent to connect.
<b>Web Actions Engaged</b>	Number of visitors who successfully connected with an agent through web messaging.
<b>Web Actions Rejected</b>	Number of visitors who dismissed or rejected a web messaging offer. These visitors are a subset of those to whom Genesys Predictive Engagement offered web messaging.
<b>Web Actions Errored</b>	Number of visitors who experienced an error while being offered a web chat. Errors can happen before or after a web chat offer.
<b>Web Actions Timed Out</b>	Not applicable
<b>Web Actions Abandoned</b>	Number of visitors who stopped a chat before reaching a resolution with an agent. <b>Note:</b> This metric specifically counts each web chat that a

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	visitors explicitly closes by clicking the "x" after the web chat started. This metric does not count "implicit abandons," which happen when the visitors closes the web page where the web chat was offered.
<b>Web Actions After Hours</b>	Number of visitors who qualified for a chat outside of the hours agents are scheduled to accept chats.