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Genesys Predictive Engagement Administrator's Guide

Outcome scores (admin view)

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In Live Now, learn how to recognize when a visitor is or is not progressing towards one of your business goals.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud CX:
 - **Journey > Customer > View** (to see information about existing customers)
 - **Journey > Event > View** (to see events on the customer journey map)
 - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
 - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

View outcome scores

Outcome scores

Made Payment



A solid green bar indicates that the visitor achieved the outcome.

A bar with green and red indicates that the visitor has not yet achieved the outcome. The amount of green indicates approximately how close the visitor is to achieving the goal. For more information on defining business outcomes, see [Manage outcomes](#). For more information on how Genesys Predictive Engagement gathers and uses outcome data, see [Outcomes overview](#).