

# Genesys Predictive Engagement Administrator's Guide

Searches performed (admin view)

10/15/2021

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In Live Now, learn how to see what a visitor searched for on your website. This information provides insight into their specific questions and prepares you to answer them.

**Related documentation:**

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**Prerequisites**

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

## View searches performed



Each time a visitor searches your website, the URL for your webpage changes. Since Genesys Predictive Engagement tracks URL changes, it can display information to your agents about each visitor's specific searches under **Searches performed**.

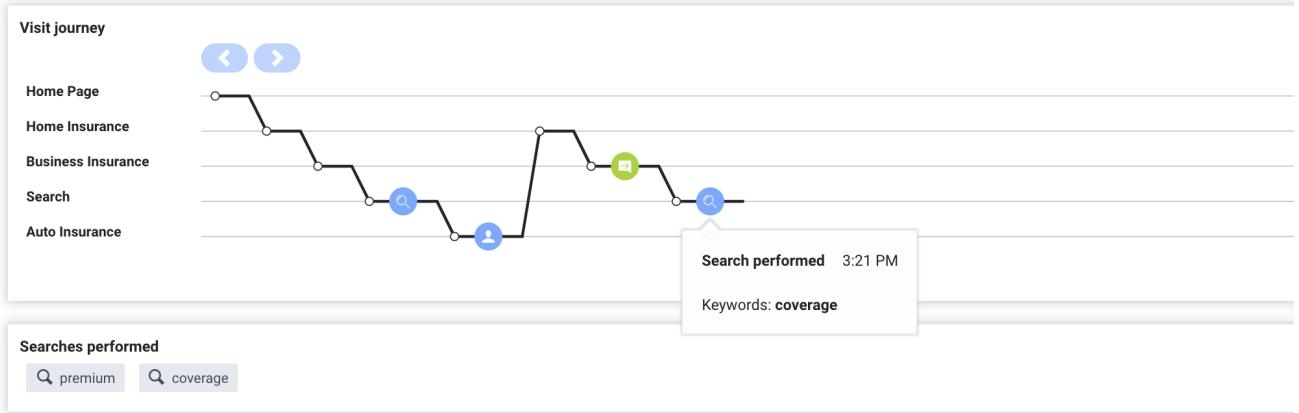
**Important**

You must configure your URL search parameter in your site search settings.

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## View search details in the visit journey map

Visit May 29, 2019 3:20 PM Visit duration: a few seconds



In the visit journey map, rest your mouse on a search icon to see what the visitor searched for.