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Genesys Predictive Engagement Administrator's Guide

Segments assigned (admin view)

Contents

- [1 View assigned segments](#)

In Live Now, learn how to use segments to understand what characteristics or behaviors a visitor shares with other visitors.

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 > Segment > View** (to see matched segments for a visit)
 - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

View assigned segments



A segment represents a group of visitors who have something in common. For example, a segment might include all visitors who use the same browser or are from the same geographic region.

Segments appear in the order in which Genesys Predictive Engagement assigns them to the visitor.

For more information on defining segments, see [Manage segments](#).