# Genesys Predictive Engagement Administrator's Guide

## Session cards

4/11/2021

## Contents

Feature coming soon! Learn how to configure the session data that agents can see.

## Related pages:

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**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  - **Journey** > **Session Type** > **View**
  - **Journey** > **Session Type** > **Add**
  - **Journey** > **Session Type** > **Edit**
  - **Journey** > **Session Type** > **Delete**
  - **Journey** > **Event Type** > **View**
  - **Journey** > **Event Type** > **Add**
  - **Journey** > **Event Type** > **Edit**
  - **Journey** > **Event Type** > **Delete**

# Overview

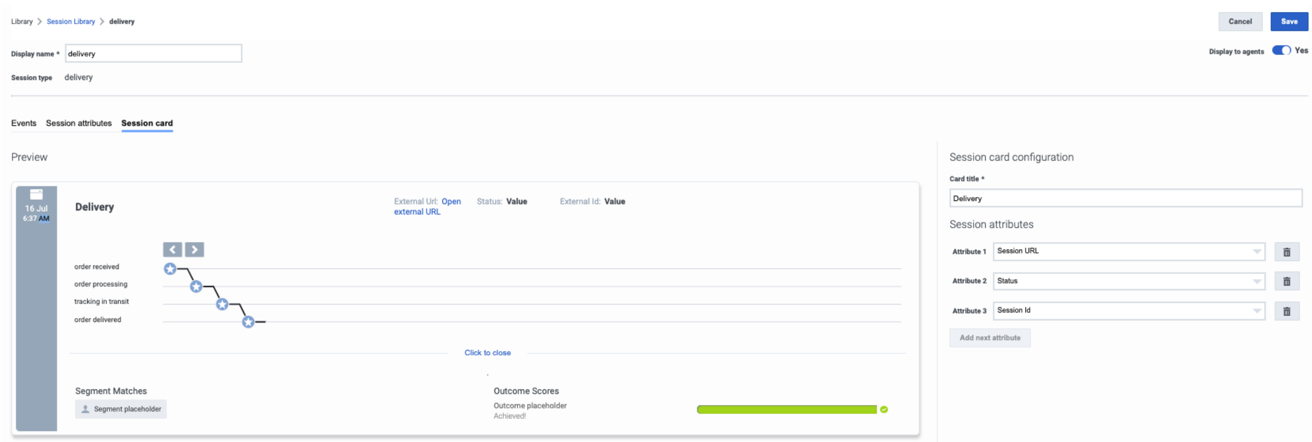
When agents interact with customers, they see session cards that present the history of session. Each session type has its own session card layout.

You can configure the appearance of session cards in the following ways:

- **Custom session cards**
  - Layout
  - Icon
  - Title
  - Segments matched
  - Session attributes
  - Display to agents
- **Web session cards**

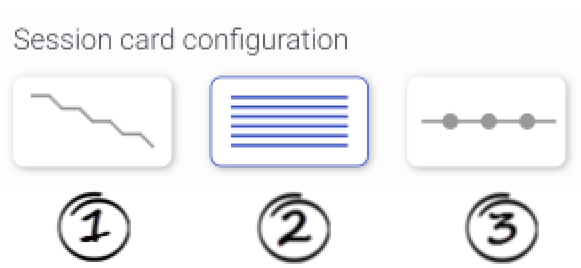
- Title
- Segments matched and outcomes achieved
- Display to agents

## Preview the layout of a session card



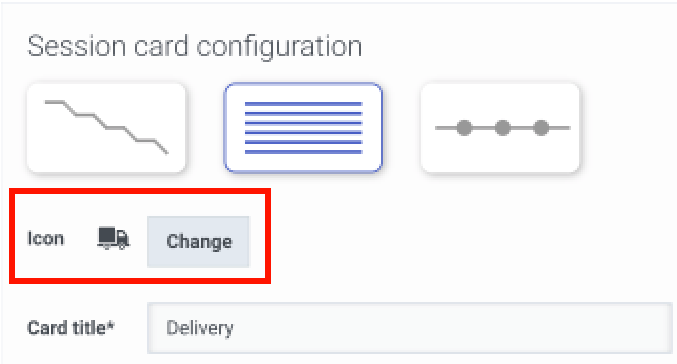

You preview session card layouts in the Session Library. Click a session name and then, on the **Session card** tab, click the session card to see how the full journey context map will appear.

## Layout



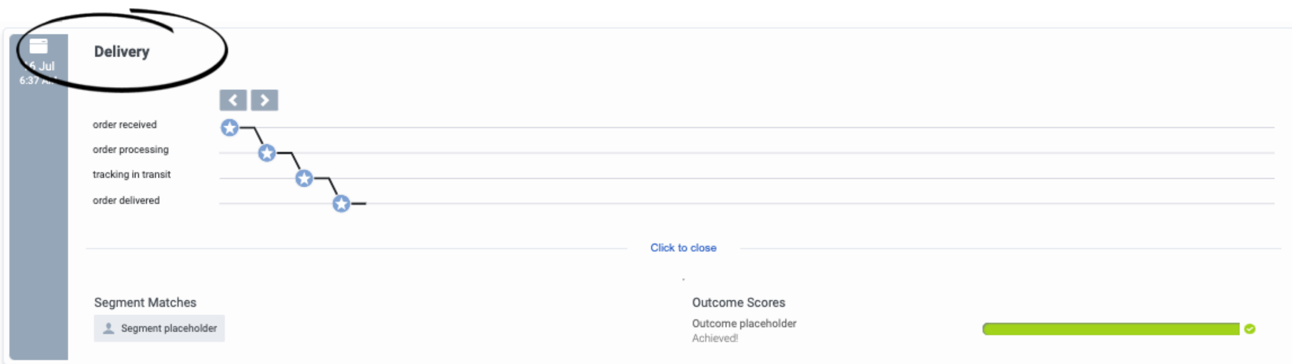

1. **Train tracks**: Best for web-based activity. Shows a customer's path through your website and the events that occur at each step in their journey.
2. **List**: Displays activity in list form.
3. **Linear**: Displays activity in linear form.

## Icon




Click **Change** to select the icon that appears on the card.

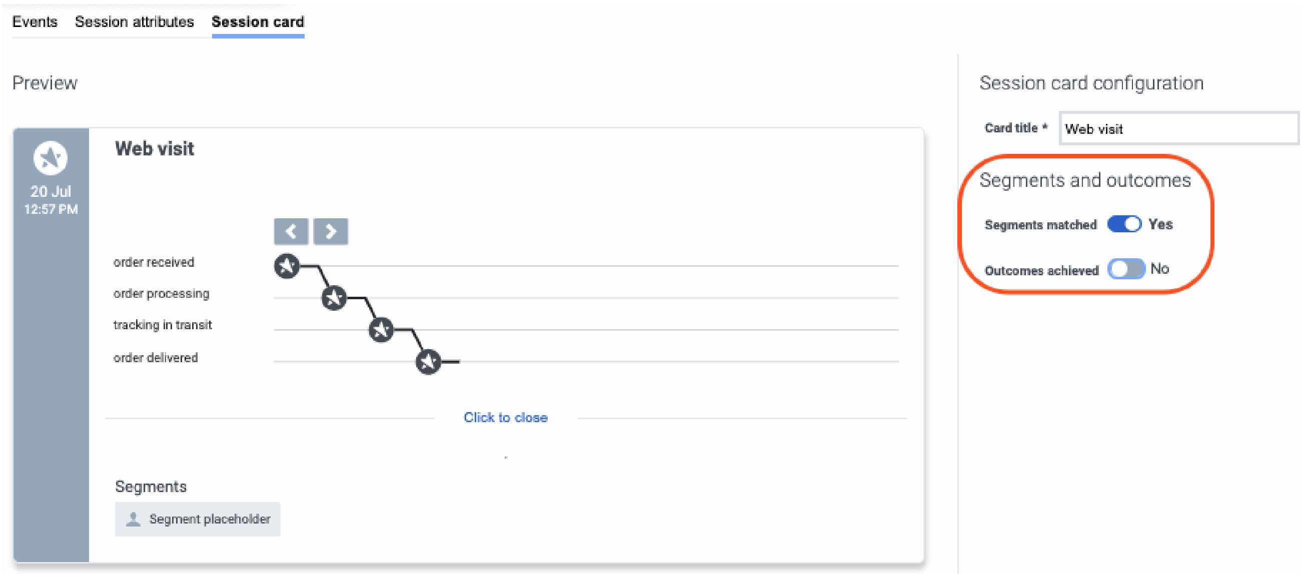
## Title




For custom sessions and web sessions, you can set the session card title. The session card title is for all sessions of the given session type.

- All web sessions have the same type. By default, the title for all web sessions is **Card title**. You can change the title to **Web Visit** to clarify the customer's interaction.
- Each custom session has its own type. In the Bike delivery scenario, the session type is **delivery.** The card title for all delivery sessions is **Delivery**. You can set a different session card name for each custom session type.

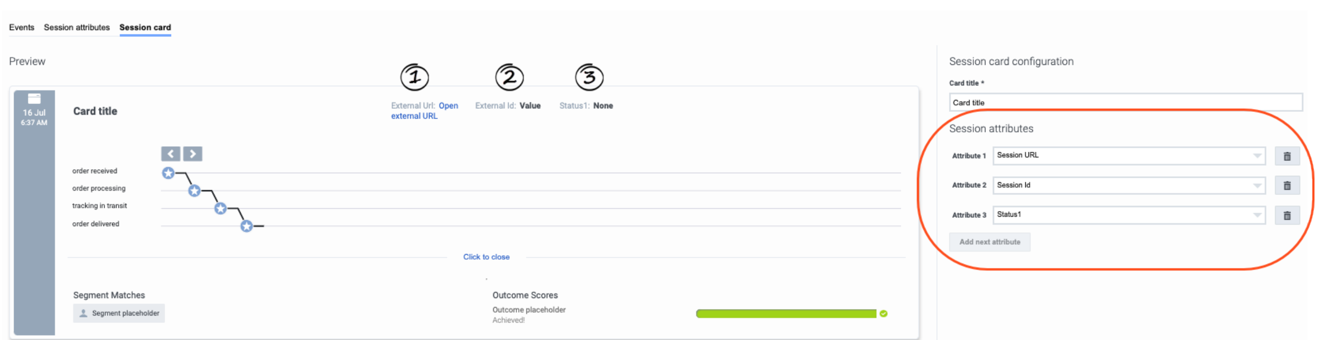
## Segments matched and outcomes achieved




For custom sessions and web sessions, you can choose whether to show agents which segments that the customer matched during the session.

For web sessions, you can also show which outcomes that the customer achieved during the session.

## Session attributes




For custom events, you can select up to three session attributes to display across the top of session cards. The session attributes appear in order, from left to right.

## Make a session card visible to agents

Set the **Display to agents** toggle for the session card to **Yes**. This toggle appears at the top of every page in the Session Library. For more information, see Display session cards to agents.