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Genesys Predictive Engagement Administrator's Guide

Session Library

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Feature coming soon! Learn how to configure the information about sessions and events that appears to agents.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud CX:
 - **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 view a customer's journey information, they see customer activity as a set of cards. Each card represents a separate session. The Session Library allows you to configure how data from custom sessions appears to agents on these cards.

This article describes how to configure the high-level session information (its name and whether it is visible to agents). After you review this article, read and configure the following:

- Configure custom session cards
- Session attributes
- Session cards

View sessions and events

Session Library

Here is where all your sessions will live

Session name	Session type	Display to agents	Events	Actions
Billing	billing	<input type="checkbox"/> No	2	⋮
Branch Visit	branch_visit	<input type="checkbox"/> No	3	⋮
Car Insurance Claim	car_insurance_claim	<input checked="" type="checkbox"/> Yes	5	⋮
Car Insurance Renewal	car_insurance_renewal	<input checked="" type="checkbox"/> Yes	2	⋮
claire m gpe-7639	claireMgpe7639	<input checked="" type="checkbox"/> Yes	1	⋮
international_delivery	international_delivery	<input checked="" type="checkbox"/> Yes	11	⋮
Travel Insurance Renewal	travel_insurance_renewal	<input checked="" type="checkbox"/> Yes	1	⋮

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In Admin in Genesys Cloud CX, open the **Session Library** page. To see the events for a particular session, click the session name.

Tip

To see a custom session in the Session Library, you must have received at least one custom event from it.

Configure a session

Library > Session Library > delivery Cancel Save

Display name * Display to agents Yes

Session type delivery

Events Session attributes Session card

Event name	Attributes	Display to agents	Actions
delivery_event_new	3	<input checked="" type="checkbox"/> Yes	⋮
will_delivery_event	3	<input type="checkbox"/> No	⋮
will_order_delivered	3	<input type="checkbox"/> No	⋮
will_order_in_transit	3	<input type="checkbox"/> No	⋮
will_order_on_route	3	<input type="checkbox"/> No	⋮
will_order_packaged	3	<input type="checkbox"/> No	⋮
will_order_processed	3	<input type="checkbox"/> No	⋮
will_order_received	3	<input type="checkbox"/> No	⋮
will_order_returned	3	<input type="checkbox"/> No	⋮
will_order_sent	3	<input type="checkbox"/> No	⋮

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The first step in configuring a session is to give it a name that is meaningful to you. A meaningful name helps you to distinguish and identify sessions. For example, you might want to include the name of the third-party system. You can also select whether agents see a session card for the session.

Continue configuring the session by reviewing the following links:

- [Configure custom session cards](#)
- [Session attributes](#)
- [Session cards](#)

Display session cards to agents

Session Library

Here is where all your sessions will live

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To allow agents to view cards for a particular type of session, set the **Display to Agents** toggle to **Yes**. This toggle appears on the main page of the Session Library and when you view the configuration pages for a particular type of session.

If an event arrives before you finish your configuration, Genesys Predictive Engagement creates a session using its default configuration values. You can edit the session configuration later, as needed.

Important

Agents cannot see information about this session and its associated events until you display the session to agents. You can also choose to display or hide particular events for a session type.