Genesys Predictive Engagement Administrator's Guide

Session Library

5/16/2022

Contents

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

Related documentation:

-
-
-
-
-
-
-

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**

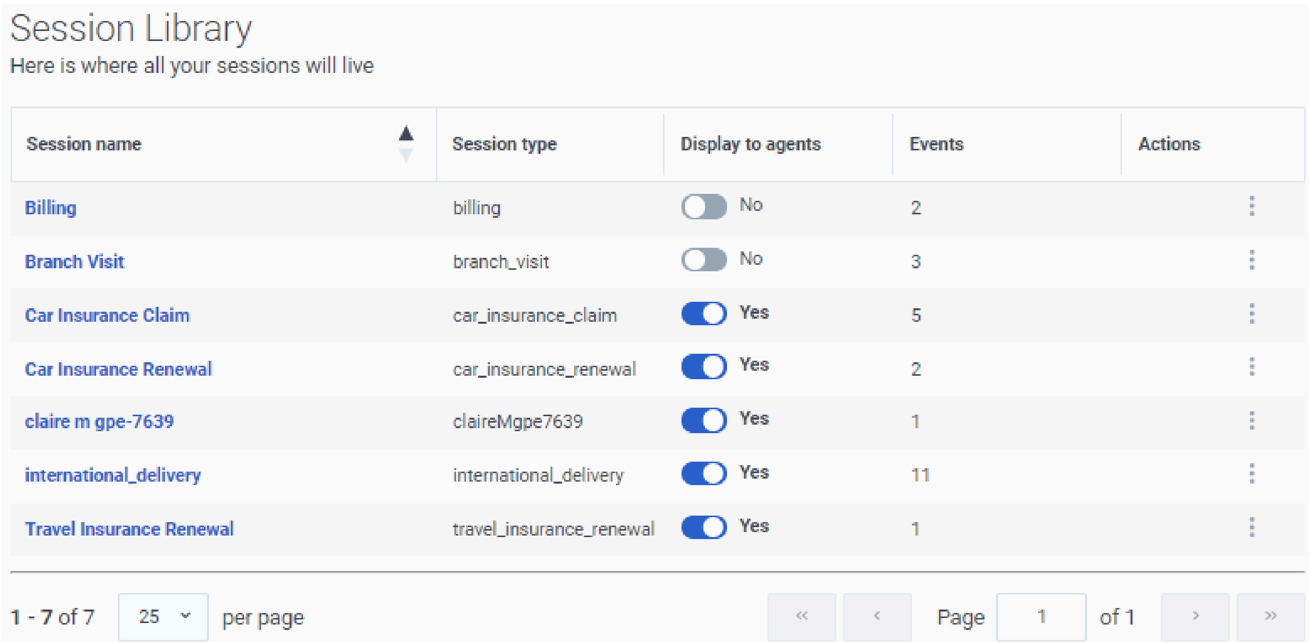
Overview

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

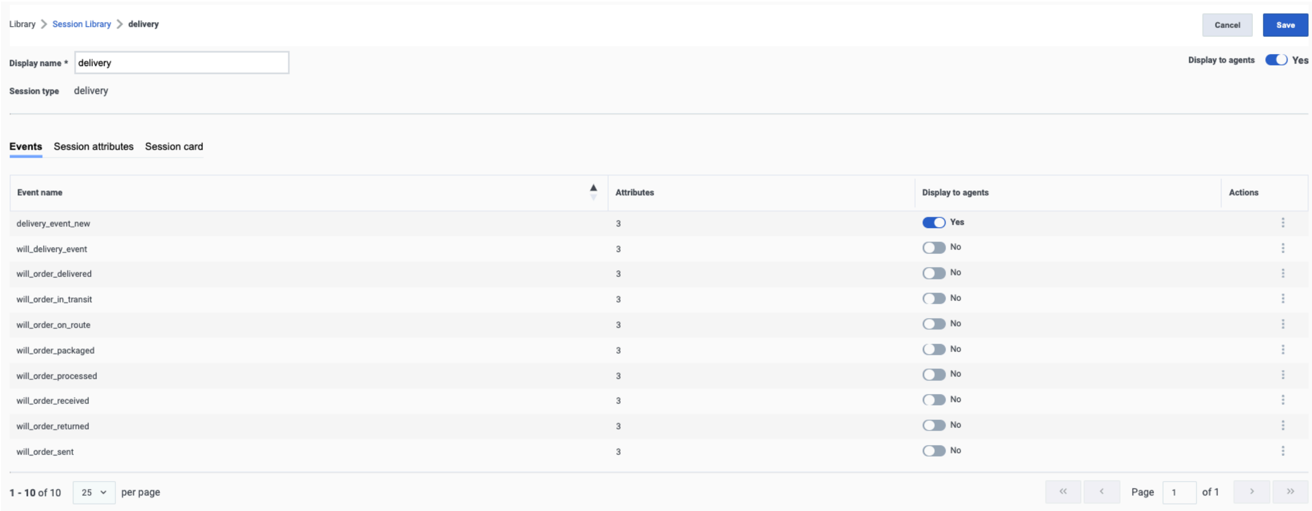
Session name	Session type	Display to agents	Events	Actions
Billing	billing	No	2	
Branch Visit	branch_visit	No	3	
Car Insurance Claim	car_insurance_claim	Yes	5	
Car Insurance Renewal	car_insurance_renewal	Yes	2	
claire m gpe-7639	claireMgpe7639	Yes	1	
international_delivery	international_delivery	Yes	11	
Travel Insurance Renewal	travel_insurance_renewal	Yes	1	

1 - 7 of 7 25 per page Page 1 of 1

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

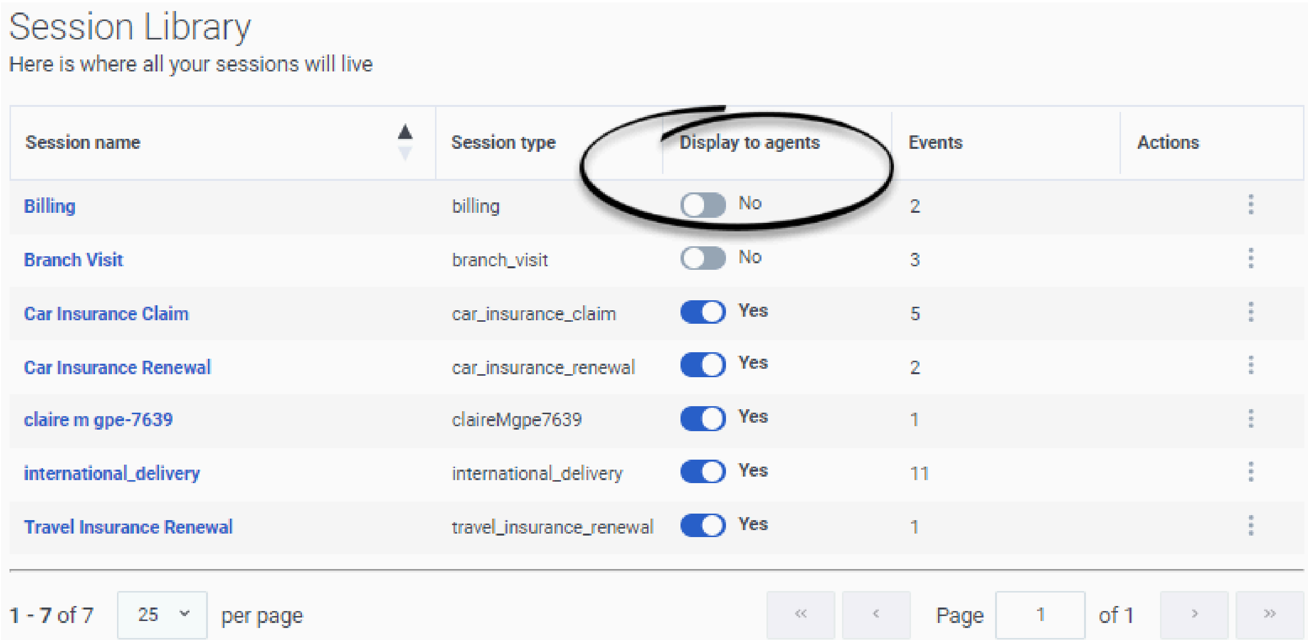


The first step in configuring a session is to give it a name that is meaningful to you. A meaningful name helps you to distinguish and identify sessions. For example, you might want to include the name of the third-party system. You can also select whether agents see a session card for the session.

Continue configuring the session by reviewing the following links:

- Configure custom session cards
- Session attributes
- Session cards

Display session cards to agents



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.