



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Predictive Engagement Administrator's Guide

Types of sessions

---

## Contents

- [1 Types of sessions](#)
- [2 DOC-3294 Removed conversation entry temporarily](#)

---

**Feature coming soon!** Learn about the types of sessions that Genesys Predictive Engagement uses to organize groups of related events.

**Related documentation:**

- 
- 
- 
- 
- 
- 

## Types of sessions

Genesys Predictive Engagement organizes data about each customer's activity into sessions. In its simplest terms, a session is a set of related events that involve a single customer, within a given timeframe.

Session type	Examples	Example events in the session
Web	Customer goes to your website and completes a form to place an online order.	<ol style="list-style-type: none"><li>1. Go to the website.</li><li>2. Go to the online order form.</li><li>3. Complete the form.</li><li>4. Submit the form.</li></ol>
Custom	Order ships.	<ol style="list-style-type: none"><li>1. Remove from inventory stock.</li><li>2. Put on a plane.</li><li>3. Deliver to a distribution center.</li><li>4. Put on a truck.</li><li>5. Deliver to customer's address.</li></ol>

For more information about each type of session, see:

- Web sessions
- Custom sessions and custom events