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# Genesys Predictive Engagement Administrator's Guide

Unknown visitors (admin view)

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In Live Now, learn how to recognize when Genesys Predictive Engagement does not recognize a visitor.

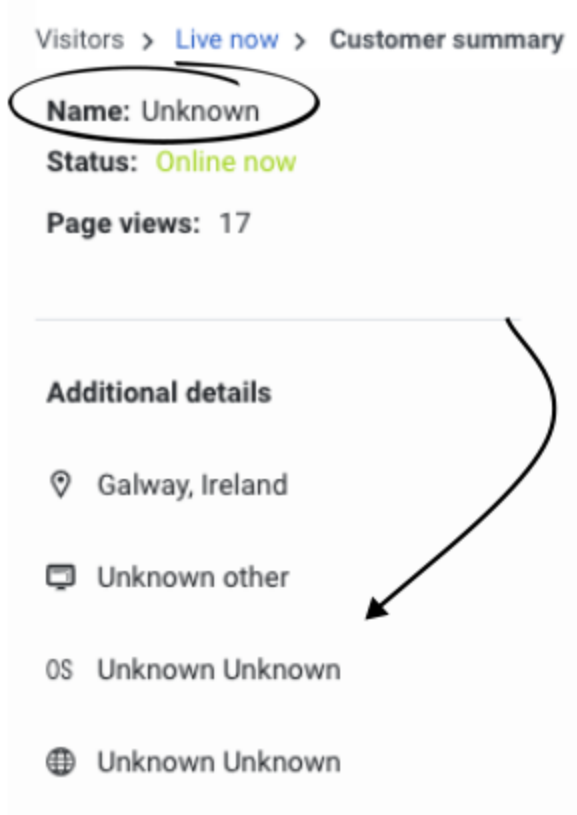
**Related documentation:**

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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 > Visit > View** (to see live tracking information about visitors who are currently on your website)

Unknown visitors



If Genesys Predictive Engagement cannot identify a visitor, Genesys Predictive Engagement displays **Unknown** in the customer summary fields. If Genesys Predictive Engagement identifies the visitor later, the visitor's actual information appears.