

Genesys Predictive Engagement Administrator's Guide

[View audit logs](#)

Learn how to view Genesys Predictive Engagement audit logs.

Genesys Predictive Engagement captures events in the audit log. These events include the change history of segments, outcomes, and clickstream settings. For more information about how to view these audits, see About the audit log viewer.

The screenshot displays the Genesys Cloud Admin interface. The top navigation bar includes 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', and 'Admin'. The main content area is titled 'Genesys Cloud Admin' and features a search bar. Below the search bar are four main sections: 'Account Settings', 'People & Permissions', 'Directory', and 'Integrations'. The 'People & Permissions' section is currently selected, showing sub-items like 'People', 'Roles / Permissions', 'Authorized Organizations', and 'Divisions'. On the right side, there are 'Release Notes' for September 16, 2020 and September 9, 2020. The bottom section shows an audit log for 'Service Name: PredictiveEngagement' as of September 21, 2020, 9:57 AM - 11:58 PM. The log table has columns for Service Name, Entity, Entity Type, Action, User, and Date and Time. The log shows several 'Update' actions on 'ClickstreamSettings', 'Outcome', and 'Segment' entities, and one 'Delete' action on a 'Segment' entity, all performed by 'John Doe'. A filter sidebar on the right allows filtering by Service, Entity, Entity Type, Action, Entity ID, and Other.

Service Name	Entity	Entity Type	Action	User	Date and Time
PredictiveEngagement	d460a77c-9870-404f-9711-4be1cc247b66	ClickstreamSettings	Update	John Doe	Mon, Sep 21, 2020 3:31 PM
PredictiveEngagement	24ae2566-cdd9-4c67-a167-cf84a9bbbed65	Outcome	Update	John Doe	Mon, Sep 21, 2020 3:30 PM
PredictiveEngagement	24ae2566-cdd9-4c67-a167-cf84a9bbbed65	Outcome	Update	John Doe	Mon, Sep 21, 2020 3:30 PM
PredictiveEngagement	2b35bfe8-71ba-4c5a-9b05-2d4e18354677	Segment	Delete	John Doe	Mon, Sep 21, 2020 3:28 PM
PredictiveEngagement	60e055ad-127f-49e5-9f00-5248a2ae390e	Segment	Update	John Doe	Mon, Sep 21, 2020 2:11 PM
PredictiveEngagement	60e055ad-127f-49e5-9f00-5248a2ae390e	Segment	Update	John Doe	Mon, Sep 21, 2020 2:10 PM