# Table of Contents

## Get started
- Get started
- Get started
- Get started with Genesys Predictive Engagement for Genesys Engage
- Get started with Genesys Predictive Engagement for PureConnect

## A visitor's experience
- A visitor's experience

## An agent's experience
- An agent's experience in Genesys Cloud
- An agent's experience in Genesys Engage
- An agent's experience in PureConnect

## Journey details
- Customer journey (Genesys Cloud)
- Journey map icons (Genesys Cloud)
- Session information icons (Genesys Cloud)
- Customer summary for agents
- Visit journey map for agents
- Searches performed for agents
- Segments assigned for agents
- Outcome scores for agents
- Additional information for agents
- Unknown visitors

## FAQs
- Genesys Predictive Engagement Agent FAQs
Contents

• 1 Get started
• 2 Visitor experience
• 3 Agent experience
• 4 Journey details
Learn how to use Genesys Predictive Engagement.

Get started
Get started using Genesys Predictive Engagement.

• Genesys Cloud
• Genesys Engage
• PureConnect

Visitor experience
Learn how Genesys Predictive Engagement engages visitors on your website.

• A visitor’s experience

Agent experience
Learn what information appears when a visitor accepts an offer to chat from Genesys Predictive Engagement.

• Genesys Cloud
• Genesys Engage
• PureConnect

Journey details
Learn what information you can see about a visitor’s journey on your website.

• Customer journey (Genesys Cloud)
• Journey map icons (Genesys Cloud)
• Session information icons (Genesys Cloud)
• Customer summary
• Visit journey map
• Searches performed
• Segments assigned
• Outcome scores
• Other information
• Unknown users
Get started

Contents

• 1 Get started
Get started

1. Learn how Genesys Predictive Engagement engages your customers on your website.

2. Learn where you can see customer journey information:
   - Genesys Cloud
   - Genesys Engage
   - PureConnect

3. Familiarize yourself with the different types of customer information that Genesys Predictive Engagement provides:
   - Customer journey
   - Matched segments
   - Outcome scores
   - Additional_information
Get started

Contents

• 1 Learn how Genesys Predictive Engagement works on your website
Get started using Genesys Predictive Engagement for Genesys Cloud.

Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages your customers on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the different types of customer information that Genesys Predictive Engagement provides:
   - Customer journey
   - Matched segments
   - Outcome scores
   - Additional information
Get started with Genesys Predictive Engagement for Genesys Engage

Contents

• 1 Learn how Genesys Predictive Engagement works on your website
Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages your customers on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the different types of customer information that Genesys Predictive Engagement provides:
   - Customer journey map
   - Matched segments
   - Outcome scores
   - Additional_information
Get started with Genesys Predictive Engagement for PureConnect

Contents

• 1 Learn how Genesys Predictive Engagement works on your website
Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages your customers on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the different types of customer information that Genesys Predictive Engagement provides:
   - Customer journey
   - Matched segments
   - Outcome scores
   - Additional_information
A visitor's experience

Contents

- 1 How chats appear
A visitor’s experience

Genesys Predictive Engagement presents contextual information about a visitor's history with your website and company.

How chats appear

![Image of chat interface]

Visit ID: 37616

**UNIVERSAL INSURANCE**

- Home
- Auto Insurance
- Home Insurance
- Business Insurance
- Life Insurance
- Claim Centre

**Quote Details**
- Confirm Details
- Additional Information
- Purchase Policy

**TERMS AND CONDITIONS**

In order to provide you with a quote we have to collect some personal data about you and any additional drivers, this data may include medical and conviction details. By ticking the box below you are providing us with your consent to process this information.

- [ ] I agree to the Terms & Conditions
- [ ] You must agree to the Terms & Conditions

Your quotation is based on certain assumptions, please click [here](#) to view these.

**POLICY HOLDER**

- ![Car Image]

**INFORMATION**

- Add another driver
- Add a penalty point
- Add non Motor Conviction
- Add a Claim/Accident

**POLICY DETAILS**

If you enter your license plate number in the field provided below we can search for your vehicle details automatically.

- License Plate Number: [1234](#)

Please check this if you don't know your license plate number

- [ ]

Year of Manufacture:

- [ ]

Make:

- [ ]

Model:

- [ ]

Style:

- [ ]

Engine Size:

- [ ]

Annual Miles Travelled:

- [ ]

License Type:

- [ ]

**Live Chat**

Hi there, can we help with your quote?

- [No, thanks](#)
- [Yes](#)

Powered by Genesys
Genesys Predictive Engagement displays a chat window when a customer takes a specific action, such as requesting a quote or clicking an option to start a chat.

If the visitor accepts or requests a chat, Genesys Predictive Engagement starts a chat interaction and routes it to your queue.
An agent's experience in Genesys Cloud

Contents

- 1 Customer journey information
Customer journey information

**Web messaging: Feature coming soon**

If a visitor accepts a web chat or web messaging offer from Genesys Predictive Engagement, customer journey information displays in the **Interactions** panel when you pick up the interaction. You must have the appropriate Genesys Predictive Engagement permissions to view the customer journey information.

You can access the following information, which updates as you interact with the visitor:

- Customer journey information
- Journey map icons
- Session information icons

For more information, see Work with chat interactions with Predictive Engagement.
An agent's experience in Genesys Engage

Contents

• 1 Customer journey information in Genesys Engage
• 2 Agent Desktop
• 3 Workspace Desktop Edition
• 4 See detailed journey information
• 5 Hide and show information
• 6 For more information
Genesys Predictive Engagement presents customer journey information to agents.

Customer journey information in Genesys Engage

If a visitor accepts an offer to chat from Genesys Predictive Engagement, you see a new tab in your Genesys Engage Workspace when you receive the interaction.

Agent Desktop

In Agent Desktop (Workspace Web Edition), customer journey information appears on the Journey tab.

Workspace Desktop Edition

In Workspace Desktop Edition, customer journey information appears on the Altocloud tab.

See detailed journey information

On the tab, you can access the following information, which updates as you interact with the visitor:

- Visit journey map for agents
- Segments assigned for agents
- Outcome scores for agents
- Additional information for agents
Hide and show information

To streamline your view of customer information, click **Hide**. To see the information again, click **Show**.

For more information

- Genesys Engage cloud: Genesys Engage cloud Agent's Guide
- Genesys Engage on-premises: Predictive Engagement Chat Interaction
An agent's experience in PureConnect

Contents

• 1 The Genesys Predictive Engagement view in PureConnect
• 2 For more information
Genesys Predictive Engagement presents customer journey information to agents.

The Genesys Predictive Engagement view in PureConnect

If a visitor accepts an offer to chat from Genesys Predictive Engagement, you can display the customer's journey in the Interaction Connect Genesys Predictive Engagement view when you pick up the interaction. On the Genesys Predictive Engagement view, you can access the following information, which updates as you interact with the visitor:

- Visit journey map for agents
- Segments assigned for agents
- Outcome scores for agents
- Additional information for agents

For more information

- Engagement.htm Genesys Predictive Engagement for PureConnect agents
- Genesys Predictive Engagement integration landing page in the PureConnect Resource Center
Customer journey (Genesys Cloud)

Contents

• 1 Modify your view of customer journey data
• 2 Outcome predictions and segments matched
• 3 Session cards
• 4 View journey details
• 5 View searches performed
• 6 Copy activity data
• 7 View more cards
Learn about the customer journey data that Genesys Cloud agents see.

**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  - **Journey > Event > View** (to see events on the customer journey map)
  - **Journey > Event Type > View** (to see event information)
  - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
  - **Journey > OutcomeScores > View** (to see real-time predictions)
  - **Journey > Segment > View** (to see matched segments for a visit)
  - **Journey > Session > View** (to see live tracking information about visitors on your website currently)
  - **Journey > Session Type > View** (to see session information)
  - **Routing > Wrap-up Code > View** (to see wrap-up codes in conversation session cards)
  - **Routing > Queue > Search** (to see queue information in conversation session cards)

**Modify your view of customer journey data**

![Diagram of customer journey view](image)
A customer's full contextual history displays on the **Predictive Engagement Customer Journey** tab in Genesys Cloud. To modify your view:

- Switch to a half-size or full-size view of the tab.
- When you begin a phone-based interaction with a customer, verify their external contact profile. Then, Genesys Predictive Engagement displays all the contextual journey information for that customer.

### Outcome predictions and segments matched

An outcome represents a particular goal and the colored bars represent the customer's progress toward that goal. For example, if the goal is to purchase a product, the customer's progress moves toward that goal when the customer puts an item in their shopping cart. These bars update in real time as the customer's progress changes. For more information about outcomes, see About outcome predictions and probabilities.

A segment represents a group of customers that have something in common. For example, a segment might include all customers who use the same browser or are from the same geographic region. Segments appear in the order that Genesys Predictive Engagement assigns them to the customer. For more information about segments, see About segments.

**Important**

If your organization doesn't have Genesys Predictive Engagement, segment and outcome information isn't available to display.
Session cards organize journey data so that you can see current and historical activity. Each card represents what the customer did during a particular period called a session.

The newest session card appears at the top. If the session card is blue, the customer is active on your website. After 20 minutes of inactivity, the card color changes to gray.

**Important**

- If the customer provides an email address or phone number after the current session begins, you may see more sessions because we try to match external contact records based on this data.
- We show data only about webpages that we track. If a customer leaves your website and then comes back, we do not show you where the customer went.

Key card information includes:

- Journey map icons
- Session information icons
- Segments the customer matched
• Outcome progress during the session

View journey details

To see more details about a card, click it. In this view, you see the journey map.

The map updates in real time as the customer navigates your website, responds to interaction requests, and matches segments. To see the details of an item on the map, click its icon. For more information about the icons, see Journey map icons.

Tip
• You can expand multiple cards simultaneously.
• The color of a segment matched icon corresponds to the color of the actual segment.

Important
If there are no segments, searches, or outcomes, there is no expanded view.
View searches performed

In the journey map, click a search icon to see what the customer searched for during the session.

Copy activity data

When viewing activity details, you can copy data (such as an email address) to the clipboard so that you can paste it elsewhere.
View more cards

To see more cards, click **Load More** at the bottom of the list.
Journey map icons (Genesys Cloud)

Contents

• 1 About the icons
• 2 Web chat icons
• 3 Web messaging icons
• 4 Content offer icons
• 5 Form-related icons
• 6 Journey shaping icons
• 7 Miscellaneous icons
• 8 Custom event icons
Learn about the icons that Genesys Cloud agents see when they review the customer journey map for a visitor.

About the icons

Each icon represents a type of activity that occurred during a particular session. The position of the icon on the journey map indicates when the visitor completed the activity.

Journey map icon descriptions:

- Web chat icons
- Web messaging icons
- Content offer activity icons
- Form activity icons
- Journey Shaping icons
- Miscellaneous icons
- Custom event icons

Web chat icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="chat-offered.png" alt="Icon" /></td>
<td>Chat offered</td>
<td>Genesys Predictive Engagement offered a web chat to the visitor.</td>
</tr>
<tr>
<td><img src="chat-offer-accepted.png" alt="Icon" /></td>
<td>Chat offer accepted</td>
<td>Visitor accepted the web chat offer.</td>
</tr>
<tr>
<td><img src="chat-form-completed.png" alt="Icon" /></td>
<td>Chat form completed</td>
<td>Visitor completed the form to request a web chat.</td>
</tr>
<tr>
<td><img src="chat-rejected.png" alt="Icon" /></td>
<td>Chat rejected</td>
<td>Visitor rejected the web chat offer.</td>
</tr>
</tbody>
</table>
### Journey map icons (Genesys Cloud)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Chat timed out" /></td>
<td>Chat timed out</td>
<td>Offer to chat timed out before the visitor responded.</td>
</tr>
<tr>
<td><img src="image" alt="Chat ignored" /></td>
<td>Chat ignored</td>
<td>Visitor left the website before responding to the web chat offer.</td>
</tr>
<tr>
<td><img src="image" alt="Chat error" /></td>
<td>Chat error</td>
<td>Web chat experienced an error.</td>
</tr>
</tbody>
</table>

### Web messaging icons

**Web messaging: Feature coming soon**

If you are a Genesys Cloud customer, your organization might be using the new web messaging feature instead of web chat.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Web messaging offered" /></td>
<td>Web messaging offered</td>
<td>Genesys Predictive Engagement offered web messaging to the visitor.</td>
</tr>
<tr>
<td><img src="image" alt="Web messaging offer accepted" /></td>
<td>Web messaging offer accepted</td>
<td>Visitor accepted the web messaging offer.</td>
</tr>
<tr>
<td><img src="image" alt="Web messaging form completed" /></td>
<td>Web messaging form completed</td>
<td>Visitor completed the form to request web messaging.</td>
</tr>
<tr>
<td><img src="image" alt="Web messaging offer rejected" /></td>
<td>Web messaging offer rejected</td>
<td>Visitor rejected the web messaging offer.</td>
</tr>
<tr>
<td><img src="image" alt="Web messaging offer timed out" /></td>
<td>Web messaging offer timed out</td>
<td>Web messaging offer timed out before the visitor responded.</td>
</tr>
<tr>
<td><img src="image" alt="Web messaging offer ignored" /></td>
<td>Web messaging offer ignored</td>
<td>Visitor left the website before responding to the web messaging offer.</td>
</tr>
</tbody>
</table>
Content offer icons

**Feature coming soon**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Content offer offered" /></td>
<td>Content offer offered</td>
<td>Genesys Predictive Engagement presented a content offer to the visitor.</td>
</tr>
<tr>
<td><img src="image" alt="Content offer accepted" /></td>
<td>Content offer accepted</td>
<td>Visitor accepted the content offer.</td>
</tr>
<tr>
<td><img src="image" alt="Content offer ignored" /></td>
<td>Content offer ignored</td>
<td>Visitor left the website before responding to the content offer.</td>
</tr>
</tbody>
</table>

Form-related icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Form submitted" /></td>
<td>Form submitted</td>
<td>Visitor submitted a form.</td>
</tr>
<tr>
<td><img src="image" alt="Form abandoned" /></td>
<td>Form abandoned</td>
<td>Visitor abandoned the form before completing it.</td>
</tr>
</tbody>
</table>

Journey shaping icons
### Journey map icons (Genesys Cloud)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Outcome achieved</td>
<td>Visitor achieved one of your outcomes.</td>
</tr>
<tr>
<td>🕒</td>
<td>Segment matched</td>
<td>Visitor matched one of your segments. The color of the icon matches the color of the corresponding segment.</td>
</tr>
</tbody>
</table>

### Miscellaneous icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔍</td>
<td>Searched</td>
<td>Visitor searched for something on your site.</td>
</tr>
<tr>
<td>⭐</td>
<td>Default</td>
<td>Default icon used when no other icon is applicable.</td>
</tr>
</tbody>
</table>

### Custom event icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚚</td>
<td>Delivery</td>
<td>Delivery event occurred.</td>
</tr>
<tr>
<td>💰</td>
<td>Invoice</td>
<td>Invoice event occurred.</td>
</tr>
<tr>
<td>📂</td>
<td>Application</td>
<td>Application-related event occurred.</td>
</tr>
<tr>
<td>📄</td>
<td>Contract</td>
<td>Contract event occurred.</td>
</tr>
</tbody>
</table>
## Journey map icons (Genesys Cloud)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Default Event</td>
<td>Default icon used for a custom event when no other icon is applicable.</td>
</tr>
</tbody>
</table>
Session information icons (Genesys Cloud)

Contents

• 1 Session information icons
• 2 Devices
• 3 Operating system
• 4 Browsers
Session information icons provide information about a visitor's location and equipment.
# Session information icons (Genesys Cloud)

## Devices

<table>
<thead>
<tr>
<th>Device</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td><img src="image" alt="Desktop Icon" /></td>
</tr>
<tr>
<td>Laptop</td>
<td><img src="image" alt="Laptop Icon" /></td>
</tr>
<tr>
<td>Mobile</td>
<td><img src="image" alt="Mobile Icon" /></td>
</tr>
<tr>
<td>Tablet</td>
<td><img src="image" alt="Tablet Icon" /></td>
</tr>
</tbody>
</table>
## Operating system

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>📱</td>
</tr>
<tr>
<td>Linux</td>
<td>🐧</td>
</tr>
<tr>
<td>MacOS</td>
<td>🍌</td>
</tr>
<tr>
<td>Windows</td>
<td>🎨</td>
</tr>
<tr>
<td>Other</td>
<td>OS</td>
</tr>
</tbody>
</table>
### Browsers

<table>
<thead>
<tr>
<th>Browser</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td><img src="image" alt="Chrome Icon" /></td>
</tr>
<tr>
<td>Edge</td>
<td><img src="image" alt="Edge Icon" /></td>
</tr>
<tr>
<td>FireFox</td>
<td><img src="image" alt="FireFox Icon" /></td>
</tr>
<tr>
<td>Internet Explorer</td>
<td><img src="image" alt="Internet Explorer Icon" /></td>
</tr>
<tr>
<td>Opera</td>
<td><img src="image" alt="Opera Icon" /></td>
</tr>
<tr>
<td>Other</td>
<td><img src="image" alt="Other Icon" /></td>
</tr>
<tr>
<td>Safari</td>
<td><img src="image" alt="Safari Icon" /></td>
</tr>
</tbody>
</table>
Customer summary for agents

Contents

• 1 About the customer
• 2 View a different session
Customer summary for agents

Learn how to see details about a visitor and their previous engagements with your company.

Prerequisites

- Configure the following permissions in Genesys Cloud:
  - Journey > Customer > View (to see information about existing customers)
  - Journey > Event > View (to see events on the customer journey map)
  - Journey > Outcome > View (to see outcomes achieved and scores for a visit)
  - Journey > Segment > View (to see matched segments for a visit)
  - Journey > Visit > View (to see live tracking information about visitors who are currently on your website)
Customer summary details include the customer's current status and the total number of times that they viewed any of your tracked web pages during the current session. For more information:

- A different visit
- Visit journey map for agents
- Searches performed for agents
- Segments assigned for agents
- Outcome scores for agents
- Additional information for agents
- Unknown users
Genesys Predictive Engagement tracks visitor activity by session. When you view a customer’s summary, you see information for the current session. To see a different session, click it in the list. Genesys Predictive Engagement displays the customer journey map, segments assigned, and outcome scores for the session that you select.
Visit journey map for agents

Contents

• 1 View a visitor's journey
• 2 See point-in-time details
• 3 About the icons
• 4 Chat icons
• 5 Content offer icons
• 6 Form-related icons
• 7 Purchase-related icons
• 8 Journey shaping icons
• 9 Miscellaneous icons
• 10 Webhook icons
Learn to use a graphical representation of a visitor's path through your website. This information provides you with the full context of a visitor's questions and can help you better understand their needs. For more information about the icons, see icon descriptions.

Prerequisites

- Configure the following permissions in Genesys Cloud:
  - Journey > Customer > View (to see information about existing customers)
  - Journey > Event > View (to see events on the customer journey map)
  - Journey > Outcome > View (to see outcomes achieved and scores for a visit)
  - Journey > Segment > View (to see matched segments for a visit)
  - Journey > Visit > View (to see live tracking information about visitors who are currently on your website)

View a visitor's journey

The visit journey map indicates:

- Which pages a visitor saw and the sequence in which the visitor saw them
- What types of engagement the visitor had with an agent or with Genesys Predictive Engagement while on a page
- When the visitor matched segments

To see URLs instead of page titles, click URL.
See point-in-time details

To see more information about what the visitor did, rest your mouse on an icon.

About the icons

Icon descriptions:

- Content offer activity icons
- Purchase activity icons
- Form activity icons
- Journey Shaping icons
- Miscellaneous icons

Chat icons
### Visit journey map for agents

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>➡️</td>
<td>Chat offered</td>
<td>Genesys Predictive Engagement offered a chat to the visitor.</td>
</tr>
<tr>
<td>✅</td>
<td>Chat accepted</td>
<td>Visitor accepted the offer to chat.</td>
</tr>
<tr>
<td>🔗</td>
<td>Chat requested</td>
<td>Visitor requested a chat.</td>
</tr>
<tr>
<td>❌</td>
<td>Chat rejected</td>
<td>Visitor rejected the offer to chat.</td>
</tr>
<tr>
<td>🕒</td>
<td>Chat timed out</td>
<td>Offer to chat timed out before the visitor responded.</td>
</tr>
<tr>
<td>⚪️</td>
<td>Chat ignored</td>
<td>Visitor left the website before responding to the chat offer.</td>
</tr>
</tbody>
</table>

### Form-related icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Form submitted</td>
<td>Visitor submitted a form.</td>
</tr>
<tr>
<td>✗️</td>
<td>Form abandoned</td>
<td>Visitor abandoned the form before completing it.</td>
</tr>
</tbody>
</table>

### Purchase-related icons
### Journey shaping icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Checkmark" /></td>
<td>Outcome achieved</td>
<td>Visitor achieved one of your outcomes.</td>
</tr>
<tr>
<td><img src="image" alt="Person" /></td>
<td>Segment matched</td>
<td>Visitor matched one of your segments.</td>
</tr>
</tbody>
</table>

### Miscellaneous icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Eye" /></td>
<td>Page viewed</td>
<td>Visitor viewed the page.</td>
</tr>
<tr>
<td><img src="image" alt="Search" /></td>
<td>Searched</td>
<td>Visitor searched for something on your site.</td>
</tr>
<tr>
<td><img src="image" alt="Star" /></td>
<td>Default</td>
<td>Default icon used when no other icon is applicable.</td>
</tr>
</tbody>
</table>
Visit journey map for agents

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tooltip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Error icon" /></td>
<td>Error</td>
<td>An error occurred.</td>
</tr>
</tbody>
</table>
Searches performed for agents

Contents

• 1 View searches performed
• 2 View search details in the visit journey map
Learn how to see what a customer searched for on your website. This information provides insight into their specific questions and prepares you to answer them.

**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  - **Journey > Customer > View** (to see information about existing customers)
  - **Journey > Event > View** (to see events on the customer journey map)
  - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
  - **Journey > Segment > View** (to see matched segments for a visit)
  - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

**View searches performed**

```
Searches performed

coverage  premium
```

Each search string appears under the visit journey map.
In the visit journey map, rest your mouse on a search icon to see what the customer searched for.
Segments assigned for agents

Contents

• View assigned segments
Learn how to use segments to understand what characteristics or behaviors a visitor shares with other visitors.

Prerequisites

- Configure the following permissions in Genesys Cloud:
  - Journey > Customer > View (to see information about existing customers)
  - Journey > Event > View (to see events on the customer journey map)
  - Journey > Outcome > View (to see outcomes achieved and scores for a visit)
  - Journey > Segment > View (to see matched segments for a visit)
  - Journey > Visit > View (to see live tracking information about visitors who are currently on your website)

View assigned segments

A segment represents a group of visitors that have something in common. For example, a segment might include all visitors who use the same browser or are from the same geographic region.

Segments appear in the order in which Genesys Predictive Engagement assigns them to the visitor.

For more information about defining segments, see Manage segments.
Outcome scores for agents

Contents

- View outcome scores
Learn how to recognize when a customer is or is not progressing towards one of your business goals.

**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  - **Journey > Customer > View** (to see information about existing customers)
  - **Journey > Event > View** (to see events on the customer journey map)
  - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
  - **Journey > Segment > View** (to see matched segments for a visit)
  - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

**View outcome scores**

**Outcome scores**

Made Payment

A solid green bar indicates that the customer achieved the outcome.

A bar with green and red indicates that the customer has not yet achieved the outcome. The amount of green indicates approximately how close the customer is to achieving the goal.

For more information on defining business outcomes, see Outcomes. For more information on how Genesys Predictive Engagement gathers and uses outcome data, see Outcome probabilities.
Additional information for agents

Contents

• 1 View additional information
• 2 Browsers
• 3 Devices
• 4 Operating System
Learn how to view details about a customer's geographic location and the technology they use.

**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  
  - **Journey > Customer > View** (to see information about existing customers)
  
  - **Journey > Event > View** (to see events on the customer journey map)
  
  - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
  
  - **Journey > Segment > View** (to see matched segments for a visit)
  
  - **Journey > Visit > View** (to see live tracking information about visitors who are currently on your website)

**View additional information**

- Name: Elvis Murazik
- Status: Online now
- Visits: 1

**Additional details**

- Location: Ashburn, Virginia
- Device: Apple desktop
- Operating system: Mac OS X 10.8
- Browser: Safari 5.2

View additional information, including the customer’s:

- Browser
- Device
- Operating system
## Browsers

<table>
<thead>
<tr>
<th>Browser</th>
<th>Icon</th>
</tr>
</thead>
</table>
| Chrome       | ![Chrome Icon](image)
| Edge         | ![Edge Icon](image) |
| FireFox      | ![FireFox Icon](image) |
| Internet Explorer | ![Internet Explorer Icon](image) |
| Opera        | ![Opera Icon](image) |
| Other        | ![Other Icon](image) |
| Safari       | ![Safari Icon](image) |

## Devices

Devices.png
## Operating System

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>![Android Icon]</td>
</tr>
<tr>
<td>Linux</td>
<td>![Linux Icon]</td>
</tr>
<tr>
<td>MacOS</td>
<td>![MacOS Icon]</td>
</tr>
<tr>
<td>Windows</td>
<td>![Windows Icon]</td>
</tr>
<tr>
<td>Other</td>
<td>![OS Icon]</td>
</tr>
</tbody>
</table>
Unknown visitors

Contents

• 1 Unknown visitors
Learn how to recognize when Genesys Predictive Engagement does not fully recognize a visitor.

**Prerequisites**

- Configure the following permissions in Genesys Cloud:
  - **Journey > Customer > View** (to see information about existing visitors)
  - **Journey > Event > View** (to see events on the customer journey map)
  - **Journey > Outcome > View** (to see outcomes achieved and scores for a visit)
  - **Journey > Segment > View** (to see matched segments for a visit)
  - **Journey > Visit > View** (to see live tracking information about visitors who are on your website currently)

**Unknown visitors**

![Image of unknown visitor with details: Name: Unknown, Status: Online now, Page views: 17, Additional details include: Galway, Ireland, Unknown other, Unknown Unknown, Unknown Unknown]
If Genesys Predictive Engagement cannot identify a visitor, it displays **Unknown** in the visitor summary boxes. If Genesys Predictive Engagement identifies the visitor later on, the visitor's actual information appears.
This page lists all FAQs for Genesys Predictive Engagement agents.

GenesysCloud
No FAQs for this platform yet.

GenesysEngage
No FAQs for this platform yet.

PureConnect
No FAQs for this platform yet.