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# Genesys Predictive Engagement Agent's Guide

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Learn how to use Genesys Predictive Engagement.

## Get started

Get started using Genesys Predictive Engagement.

- Genesys Cloud CX
  - Genesys Multicloud CX
  - 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 CX
  - Genesys Multicloud CX
  - PureConnect
- 

## Journey details

Learn what information you can see about a visitor's journey on your website.

- Journey map icons
  - Session information icons (Genesys Cloud CX)
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-

# Get started

## Contents

- [1 Learn how Genesys Predictive Engagement works on your website](#)

Get started using Genesys Predictive Engagement for Genesys Cloud CX.

## Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages visitors on your website.
2. Familiarize yourself with the customer journey data that Genesys Predictive Engagement provides.

# Get started with Genesys Predictive Engagement for Genesys Multicloud CX

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Get started using Genesys Predictive Engagement with Genesys Multicloud CX.

## Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages visitors on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the customer journey data that Genesys Predictive Engagement provides.



# Get started with Genesys Predictive Engagement for PureConnect

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- [1 Learn how Genesys Predictive Engagement works on your website](#)

Get started using Genesys Predictive Engagement with PureConnect.

## Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages visitors on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the customer journey data that Genesys Predictive Engagement provides.

# A visitor's experience

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- [1 How chats appear](#)
- [2 How Messenger appears](#)
- [3 How content offers appear](#)

## A visitor's experience

Learn about a visitor's experience with Genesys Predictive Engagement on your website.

## How chats appear

Visit ID: 37616

enter your email

Login

Sign Up

U

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



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

CALL US NOW

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

☐

Year of Manufacture:

Make:

Model:

Style:

Engine Size:

Annual Miles Travelled:

Licence Type:

INFORMATION

Add another driver

Add driver

Add a penalty point

Add points

Add non Motor Conviction

Add NMC

Add a Claim/Accident

Add claim

Live Chat

Hi there, can we help with your quote ?

No, thanks

Yes

Powered by GENESYS

A web chat provides single-session chat capabilities to your website visitors

Genesys Predictive Engagement Agent's Guide

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through a chat window. The chat window can appear when a visitor takes a specific action that prompts a chat offer, such as requesting a quote, or clicks an option to start a chat interaction. If the visitor accepts the chat offer or starts a chat interaction, Genesys Predictive Engagement routes the interaction to an agent queue.

## How Messenger appears

The screenshot displays the Universal Insurance website with a chat window titled "Message Us" overlaid on the right side. The website header includes a session ID "13656", an email input field, and "Login" and "Sign Up" buttons. The main navigation bar lists "Home", "Auto Insurance", "Home Insurance", "Business Insurance", "Life Insurance", and "Claim Centre". A large banner for "HOME INSURANCE FIRST TIME BUYERS SPECIAL DEAL" features an image of hands holding a house model. Below the banner, four insurance categories are promoted: "AUTO INSURANCE" (with a car icon), "HOME INSURANCE" (with a house icon), "MOTORCYCLE INSURANCE" (with a motorcycle icon), and "LIFE INSURANCE" (with a family icon). Each category includes a brief description and "MORE" and "GET QUOTE" buttons. The chat window shows a greeting "Hi there" and "Thanks for reaching out!". The website footer contains links for "HOME", "SITEMAP", "CONTACT US", "CAREERS", "TERMS", "LIST", "CONFIG", "TIME MACHINE", and "IFRAME", along with copyright information for 2014-2016 Universal Insurance.

Session ID: 13656 enter your email Login Sign Up

U UNIVERSAL INSURANCE FOR A FREE QUOTE CALL US NOW

Home Auto Insurance Home Insurance Business Insurance Life Insurance Claim Centre

**HOME INSURANCE**  
FIRST TIME BUYERS  
SPECIAL DEAL

**AUTO INSURANCE**  
Car Insurance benefits include Better Car Replacement on comprehensive policies and FREE breakdown cover.  
MORE GET QUOTE

**HOME INSURANCE**  
We know that your home is more than just a physical structure. We offer coverage protecting your home - and what's inside.  
MORE GET QUOTE

**MOTORCYCLE INSURANCE**  
We offer competitive motorcycle coverage with great benefits, and discounts are available if you qualify for our Rider Assessment.  
MORE GET QUOTE

**LIFE INSURANCE**  
With the right life coverage you can be happy knowing that your loved ones will be taken care of no matter what the future holds.  
MORE GET QUOTE

Message Us X

This is the beginning of your conversation with us. Please send a message to get started.

Hello

Hi there 🌟  
Thanks for reaching out!

Send a message...

HOME | SITEMAP | CONTACT US | CAREERS | TERMS | LIST | CONFIG | TIME MACHINE | IFRAME

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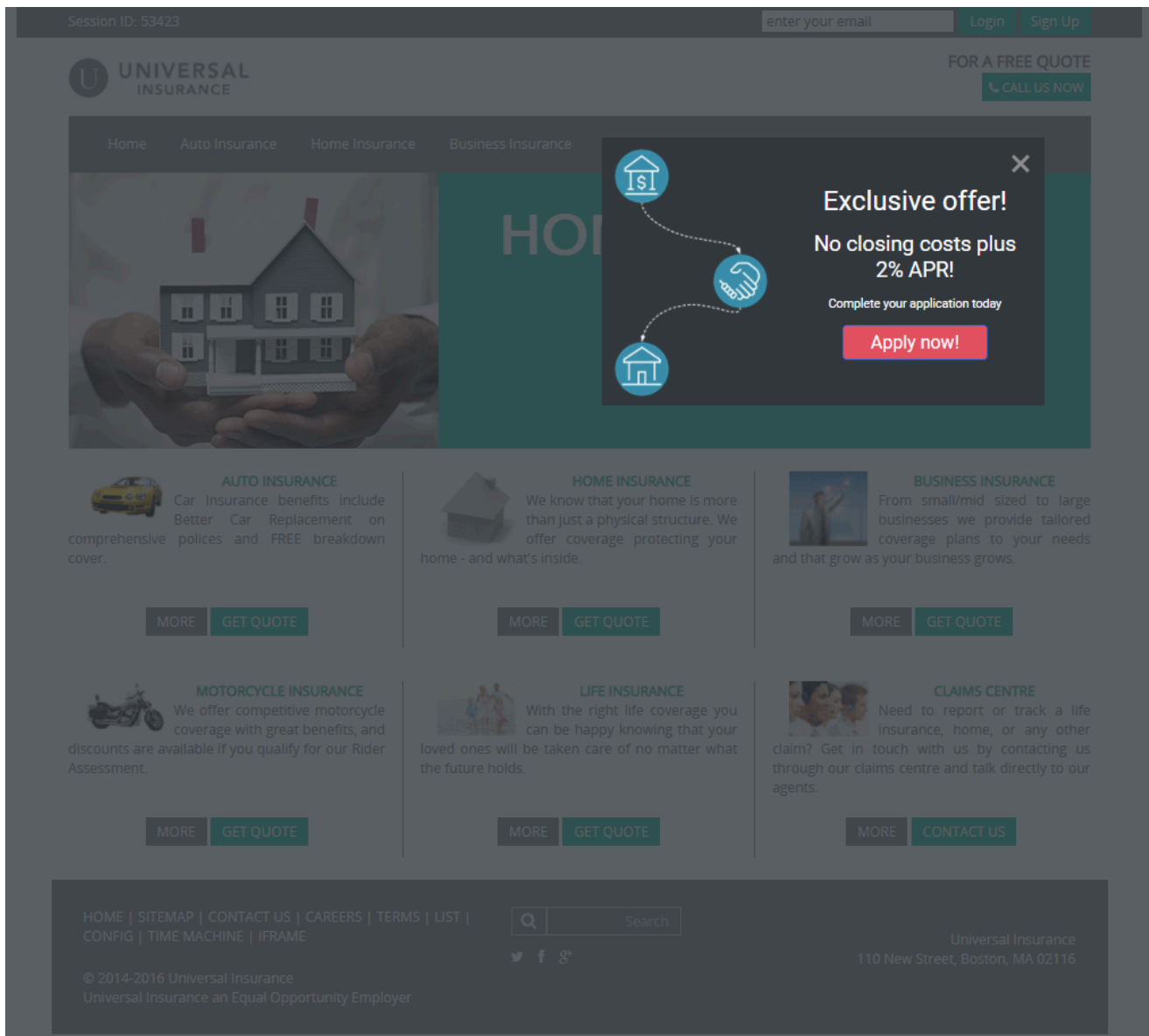
If you are a Genesys Cloud CX customer, your organization might be using the new web messaging

---

feature instead of web chat.

Web messaging provides asynchronous conversation capabilities to your website visitors through a Messenger window. For example, visitors can message you, leave your website, and return later to pick up the conversation where they left off. The Messenger window can appear when a visitor takes a specific action that prompts a messaging offer, such as requesting a quote, or clicks an option to start a messaging interaction. If the visitor accepts the messaging offer or starts a messaging interaction, Genesys Predictive Engagement routes the interaction to an agent queue.

## How content offers appear



A content offer engages visitors on your website and encourages them to take a pre-defined action. A content offer can appear when a visitor takes a specific action, such as reviewing mortgage rates. If the visitor clicks the content offer, Genesys Predictive Engagement takes whatever action an administrator configured for the offer. For example, display a mortgage application.

# An agent's experience in Genesys Cloud CX

## Contents

- [1 About customer journey](#)
- [2 View a customer's journey](#)
- [3 Change the layout of the customer journey tab](#)
- [4 Understand the status of the customer journey tab items](#)



Learn about the customer journey data that Genesys Predictive Engagement presents to agents in Genesys Cloud CX.

### Prerequisites

The following permissions are available by default to the role 'User'. If you are creating custom roles, ensure that you add the following permissions to the custom role.

- Configure the following permissions in Genesys Cloud CX:
  - **Journey > Event > View** (core permission to view the Customer journey gadget and to see detailed view web sessions)
  - **Journey > Event Type > View** (to allow customization of web sessions)
  - **Journey > Session > View** (to retrieve list of web session)
  - **Journey > Session Type > View** (to retrieve details of web sessions)
  - **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)
  - **Routing > Wrap up code > View** (to view the wrap-up codes associated with the interaction)
  - **Routing > Queue > Search** (to view the queue the interaction is part of)
  - **External contacts > Session > View** (enables view of customer journey tab)

### Important

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

## About customer journey

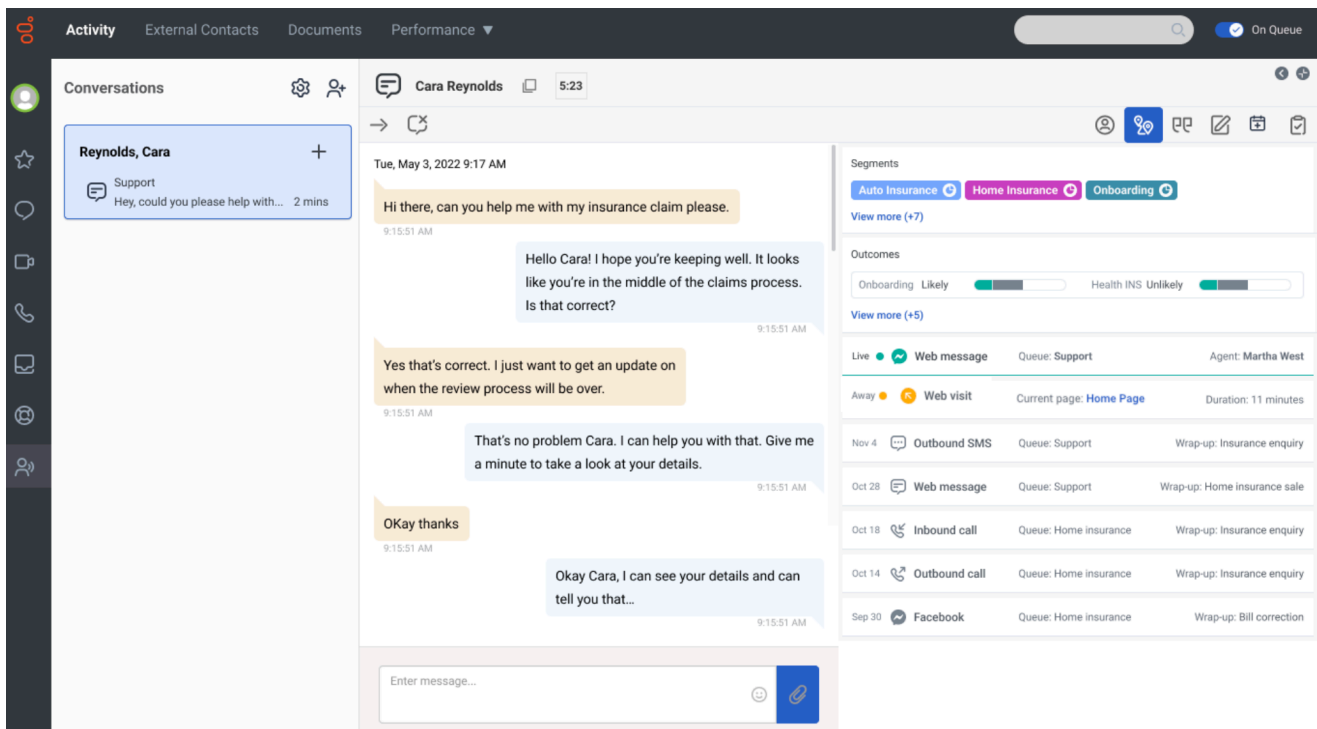
Using the customer journey tab, you can view an overall summary of the different conversations you have had with the customer and the customer web visits of the websites that Genesys Predictive Engagement tracks. Customer journey information is available for conversations from the following channels:

- Voice
  - Inbound calls

- Agent-initiated outbound calls
- Messaging
  - Web Messaging
  - Web chat
- Digital
  - Email
  - SMS
  - Agentless notifications (WhatsApp and SMS)
- Social media
  - WhatsApp
  - LINE
  - Twitter SM
  - Facebook messenger
- Website visits
  - Web Events (Genesys Predictive Engagement only)
  - Content Offers (Genesys Predictive Engagement only)

Customer journey information is not available for conversations from the following channels:

- Knowledge - Support center
- Agentless email notifications
- Campaigns, including callbacks
- Co-browse
- Instagram DM



To view all the conversations you have had with your customer, click the Customer journey icon:



- The tab lists the different journeys. Click each journey item to view further details in the "Message Details" section. The message details section displays the details of the last queue and the most recent agent who last handled the interaction.
- Genesys Cloud visualizes bot-only conversation sessions (no agent) using the standard conversation session card, and will display data common to bot and agent conversations (e.g. channel, originating direction, duration, some status values)
- Data from the last 60 days are available on this tab.

### Important

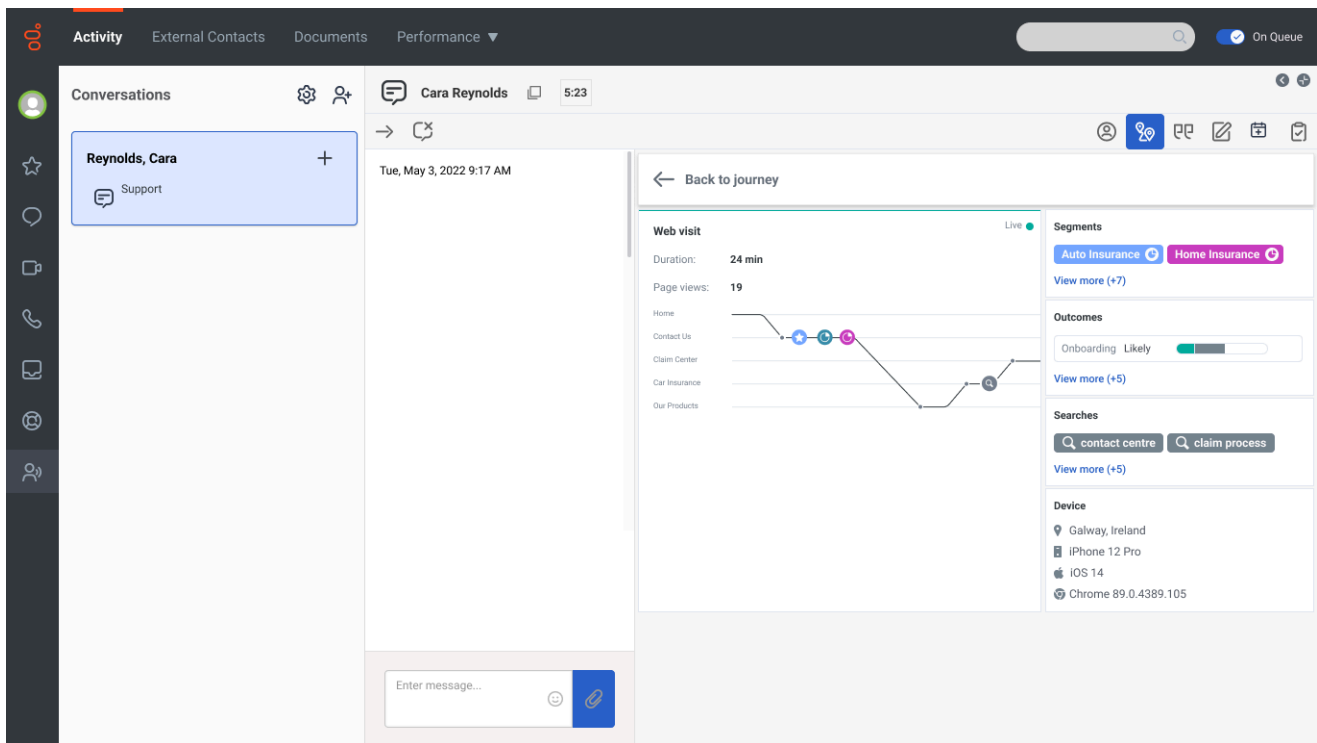
When a logged in user logs out and continues to use the website, Predictive Engagement considers the user as a new user and creates a new journey map for all actions of the unauthenticated user actions.

### Important

Ensure that you add the External contacts > Session > View permission to your role to

view the customer journey gadget.

## View a customer's journey



The customer journey map updates in real time as the customer navigates your website, responds to interaction requests, and segments and any outcomes matched.

The customer journey map has the following:

- **Segments matched:** 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. You can view the segments that a customer visit matched from both the segment icon on the journey map and from the "Segments" section. For more information about segments, see About segments.
- **Searches performed:** Knowing what customers searched for on your website prepares you to answer questions that they may have. You can view the search details from both the search icon in the customer journey map and from the "Searches" section.
- **Outcomes 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.

- **Device information:** Information about the website visitor's device, such as geographic location, device type, operating system, and browser. For information on the icons used to represent the device information, see Device icons.
- **Agent and queue details:** To view the agent and queue details, click the interaction. The journey tab displays the information at the bottom. If an interaction was transferred between different queues and agents, details of the last queue and agent are displayed.

## Change the layout of the customer journey tab





The screenshot displays four different layout views of the customer journey tab, each showing a horizontal bar with interaction details. The views are labeled as 25% View, 50% View, 75% View, and 100% View.

- 25% View:** Shows 'Live' (green dot), 'Inbound Email' (envelope icon), and 'Queue: Support'.
- 50% View:** Shows 'Live' (green dot), 'Inbound Email' (envelope icon), 'Queue: Support', and 'Agent: Aisling Turner'.
- 75% View:** Shows 'Live' (green dot), 'Inbound Email' (envelope icon), 'Queue: Support', 'Agent: Aisling Turner', and 'Received: 30 secs ago'.
- 100% View:** Shows 'Live' (green dot), 'Inbound Email' (envelope icon), 'Queue: Support', 'Agent: Aisling Turner', 'Received: 30 secs ago', and 'Status: Active'.





You can choose to view the page in four different layouts: 25%, 50%, 75%, or 100% layout. The journey information that is displayed varies based on the layout you select.

## Understand the status of the customer journey tab items

### Active conversations

25% View	Live  Inbound Email	Queue: Support		
50% View	Live  Inbound Email	Queue: Support	Agent: Aisling Turner	
75% View	Live  Inbound Email	Queue: Support	Agent: Aisling Turner	Received: 30 secs ago
100% View	Live  Inbound Email	Queue: Support	Agent: Aisling Turner	Received: 30 secs ago Status: Active

### Inactive conversations

25% View	Sep 30  Inbound Email	Queue: Support		
50% View	Sep 30  Inbound Email	Queue: Support	Subject: Insurance enquiry	
75% View	Sep 30  Inbound Email	Queue: Support	Subject: Insurance enquiry	Agent: Aisling Turner
100% View	Sep 30  Inbound Email	Queue: Support	Subject: Insurance enquiry	Agent: Aisling Turner Status: Closed

For active conversations and web visits, a green status icon appears on the first column. After 45 seconds of inactivity, the icon changes to yellow. After 1 minute of inactivity, the interaction shows as inactive. It remains inactive unless the customer triggers another web event (for example, a page view), at which point the interaction shows the green icon again.

# An agent's experience in Genesys Multicloud CX

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- [2 Visitor details](#)
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- [4 Session journey](#)
- [5 Searches performed](#)
- [6 Segments assigned](#)
- [7 Outcome scores](#)
- [8 Location and technology](#)
- [9 For more information](#)

Genesys Predictive Engagement presents customer journey information to agents.

## Customer journey information in Genesys Multicloud CX

The screenshot displays the Genesys Predictive Engagement interface with the following sections:

- Visitor details:**
  - Name: Bugs Something Bunny
  - Status: Offline
  - Session count: 22
  - Selected session page views: 1
  - Email: bugs.bunny@lt.com
  - Mobile: +353 87 412 3456
  - Home: +353 87 412 3456
  - Work: +353 87 412 3456
- Session details:**
  - Sessions: May 17, 2022 5:58 PM (dropdown)
  - Session duration: < 1 minute, Page views: 1
- Session journey:**
  - Home Insurance
  - A visual journey map showing a sequence of steps with colored circles (blue, red, green, blue, red, blue, red).
- Searches performed:**
  - No Searches Performed
- Segments assigned:**
  - heather testing journey patterns (red)
  - MS Chrome (blue)
  - Orla segment test blocking (red)
  - home insurance (yellow)
  - test limit (red)
  - My Session Segment (red)
  - atmld not 4 (blue)
  - Marks segnemtn for auditing (red)
- Outcome scores:**
  - Auto-insurance outcome: Very likely (green bar)
  - Purchase Insurance: Very unlikely (red bar)
  - associated Value Test: Unlikely (red bar)
  - StaticReportingTestOutcomeValue: Achieved! (green bar with checkmark)
- Metadata:**
  - Location: Carlow, Ireland
  - Device type: Apple Desktop
  - Operating system: Mac OS X Unknown
  - Browser type: Chrome 101.0.4951.54

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

In Agent Workspace (Workspace Web Edition), customer journey information appears on the **Journey** tab. In Workspace Desktop Edition, customer journey information appears on the **Altocloud** tab. The information updates as you interact with the visitor.

1. Visitor details
2. Session details
3. Session journey
4. Searches performed



5. Segments assigned
6. Outcome scores
7. Location and technology

## Visitor details

Visitor details includes the visitor's name, current status, and the total number of times that the visitor viewed any of your tracked web pages during the current session. If Predictive Engagement cannot identify the visitor, "Unknown" appears in the **Name** box. If Predictive Engagement identifies the visitor later on, the visitor's name appears.

## Session details

Predictive Engagement tracks visitor activity by session. When you view a visitor's summary, you see information for the current session. To see a different session, click it in the **Sessions** list box.

## Session journey

The session journey map includes:

- Pages that a visitor saw and the sequence in which the visitor saw them
- Types of engagements that the visitor had with an agent or with Predictive Engagement while on a page, and when
- Segments that the visitor matched, and when

To see details about a point on the map, click the icon.

## Searches performed

Knowing what visitors searched for on your website prepares you to answer questions that they may have. Search information appears in two places.

- To see what the visitor searched for at a specific point in the visitor's journey, in the journey map, click a search icon.
- To view a list of all the terms that the visitor searched for during the session, look in the "Searches performed" section.

## Segments assigned

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 Predictive Engagement assigns them to the visitor.

## Outcome scores

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

## Location and technology

A visitor's location and technology information includes data on visitor's device, browser, and operating system that are represented with icons:

- Browser
- Device
- Operating system

## For more information

- Genesys Multicloud CX: Genesys Multicloud CX Agent's Guide
- Genesys Engage on-premises: Predictive Engagement Chat Interaction

# An agent's experience in PureConnect

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Genesys Predictive Engagement presents customer journey information to agents.

### Predictive Engagement view in PureConnect

The screenshot displays the Predictive Engagement interface with the following components:

- Visitor Information:** Name: Unknown, Status: Online now, Visits: 1.
- Session Information:** Visit on May 15, 2019 11:13 AM, Visit duration: a minute.
- Visit Journey:** A map showing the visitor's path through Home Page and Auto Insurance.
- Searches performed:** No searches performed.
- Segments assigned:** All segments assigned.
- Outcome scores:** No outcome scores available.
- Location and technology:** Location: Ponte Vedra, Florida; Device Type: Apple desktop; Operating System: Mac OS X 10.14.3; Browser Type: Chrome 74.0.3729.157.

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

1. Visitor information
2. Session information
3. Visit journey map
4. Searches performed
5. Segments assigned
6. Outcome scores
7. Location and technology

### Visitor information

Visitor information includes the visitor's name, current status, and the total number of times that the visitor viewed any of your tracked web pages during the current session. If Predictive Engagement cannot identify a visitor, "Unknown" appears in the **Name** box. If Predictive Engagement identifies the visitor later on, the visitor's name appears.

## Session information

Predictive Engagement tracks visitor activity by session. When you view a visitor's summary, you see information for the current session. To see a different session, click it in the **Sessions** list box.

## Visit journey map

The visit journey map includes:

- Pages that a visitor saw and the sequence in which the visitor saw them
- Types of engagements that the visitor had with an agent or with Predictive Engagement while on a page, and when
- Segments that the visitor matched, and when

To see details about a point on the map, click the icon.

## Searches performed

Knowing what visitors searched for on your website prepares you to answer questions that they may have. Search information appears in two places.

- To see what the visitor searched for at a specific point in the visitor's journey, in the journey map, click a search icon.
- To view a list of all the terms that the visitor searched for during the session, look in the "Searches performed" section.

## Segments assigned

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 Predictive Engagement assigns them to the visitor.

## Outcome scores

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

## Location and technology

A visitor's location and technology information includes data on visitor's device, browser, and operating system that are represented with icons:

- Browser
- Device
- Operating system

## For more information

- Predictive Engagement view in Interaction Connect
- Genesys Predictive Engagement integration

# Journey map icons

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- [2 Web messaging icons](#)
- [3 Web chat icons](#)
- [4 Form-related icons](#)
- [5 Journey shaping icons](#)
- [6 Miscellaneous icons](#)
- [7 Custom event icons](#)
- [8 Call icons](#)

Learn about the icons that could appear on the visitor journey map.

### 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 the order in which the activity occurred.

Following are the types of icons that could appear:

- Web messaging
- Web chat
- Form activity
- Journey shaping
- Miscellaneous
- Custom events
- Call

### Web messaging icons



These icons are only available to Genesys Cloud CX customers who are participating in the beta release for identity stitching.

Icon	Name	Description
	Messaging offer accepted	Website visitor accepted the messaging offer.
	Messenger error	Messenger experience an error.
	Messaging offer ignored	Website visitor left your website before responding to the messaging offer.










## Journey map icons

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Icon	Name	Description
	Messaging interaction offered	Predictive engagement presented a messaging offer to the website visitor.
	Messaging offer rejected	Website visitor rejected the messaging offer.

## Web chat icons



Icon	Tooltip	Description
	Chat offered	Genesys Predictive Engagement offered a chat to the user.
	Chat accepted	User accepted the offer to chat.
	Chat form completed	User completed the form to request a chat.
	Chat rejected	User rejected the offer to chat.
	Chat timed out	Offer to chat timed out before the user responded.
	Chat ignored	User left the website before responding to the chat offer.
	Chat error	Chat experienced an error.

## Form-related icons



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## Journey map icons



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Icon	Tooltip	Description
	Form submitted	User submitted a form.
	Form abandoned	User abandoned the form before completing it.

## Journey shaping icons

Icon	Tooltip	Description
	Outcome achieved	User achieved one of your outcomes.
	Segment matched	User matched one of your segments. The color of the icon matches the color of the corresponding segment.

## Miscellaneous icons






Icon	Tooltip	Description
	Searched	User searched for something on your site.
	Default	Default icon used when no other icon is applicable.

## Custom event icons

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## Journey map icons

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Icon	Tooltip	Description
	Delivery	Delivery event occurred.
	Invoice	Invoice event occurred.
	Application	Application-related event occurred.
	Contract	Contract event occurred.
	Default Event	Default icon used for a custom event when no other icon is applicable.

## Call icons

Icon	Name	Description
	Abandoned	Customer abandoned the call.
	Inbound call	Agent received an inbound call.
	On hold	Agent placed the call on hold.
	Outbound call	Agent placed an outbound call.

## Journey map icons

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Icon	Name	Description
	Transferred	Agent transferred the call.

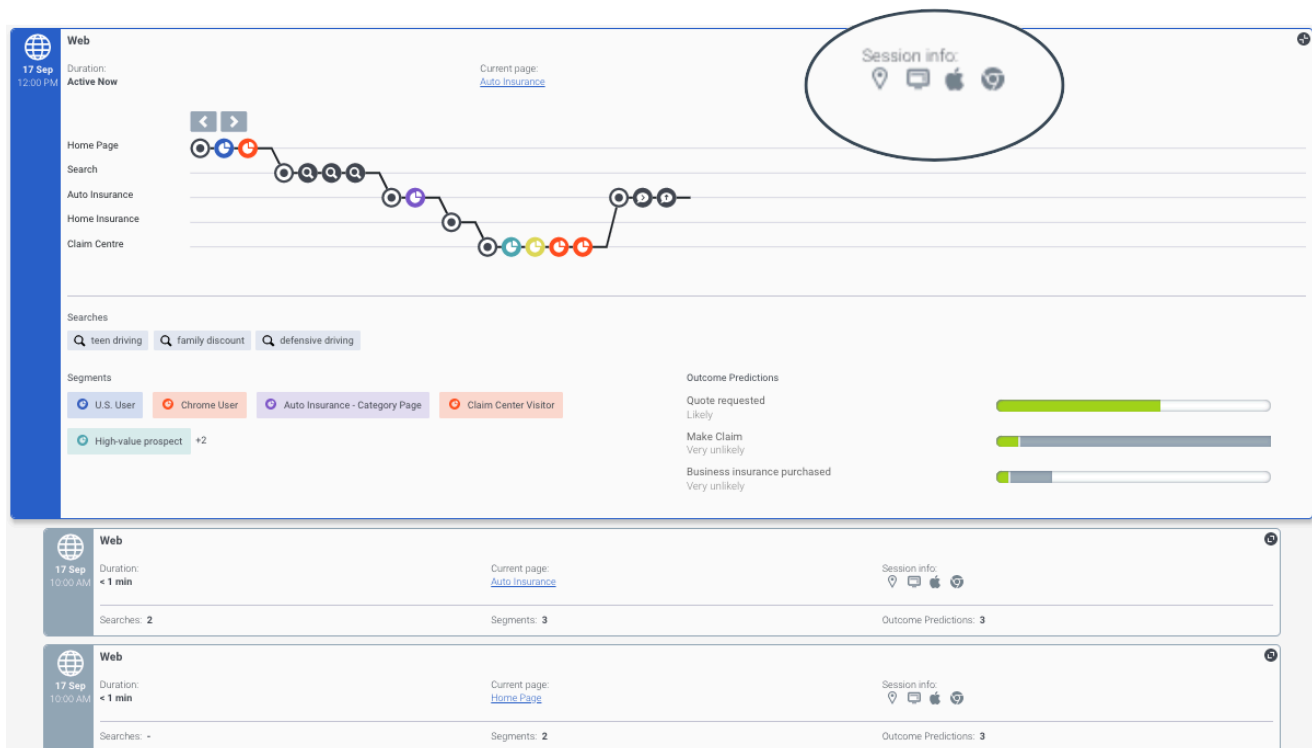
# Session information icons

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- [2 Devices](#)
- [3 Operating system](#)
- [4 Browsers](#)

Learn about the icons for browsers, devices, and operating systems that Genesys Cloud CX agents see when they review a session card for a visitor.

## Session information icons







Session information icons provide information about a visitor's location and equipment.

## Devices








Device	icon
Desktop	
Laptop	
Mobile	
Tablet	

## Operating system

Operating system	Icon
Android	
Linux	
MacOS	
Windows	
Other	OS

## Browsers



Browser	Icon
Chrome	
Edge	
FireFox	
Internet Explorer	
Opera	
Other	
Safari	

# Genesys Predictive Engagement Agent FAQs

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.