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Genesys Predictive Engagement Agent's Guide

Session information icons

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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

The screenshot displays the Genesys Cloud CX interface. At the top, a 'Session info' box is circled, containing icons for location, browser, device, and operating system. Below this, a navigation path is shown with various icons. The main content area includes a list of searches, segments, and outcome predictions. The bottom section shows a list of session cards with details like duration, current page, and session info icons.

Session info:

- Location
- Browser
- Device
- Operating System

Searches:

- teen driving
- family discount
- defensive driving

Segments:

- U.S. User
- Chrome User
- Auto Insurance - Category Page
- Claim Center Visitor
- High-value prospect +2

Outcome Predictions:

- Quote requested: Likely
- Make Claim: Very unlikely
- Business insurance purchased: Very unlikely

Session Cards:





Web	Duration:	Current page:	Session info:
17 Sep 12:00 PM	Active Now	Auto Insurance	Location, Browser, Device, OS
17 Sep 10:00 AM	< 1 min	Auto Insurance	Location, Browser, Device, OS
17 Sep 10:00 AM	< 1 min	Home Page	Location, Browser, Device, OS

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	