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# Genesys Predictive Engagement Agent's Guide

Session information icons

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## Contents

- 1 Session information icons
- 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

The screenshot displays a detailed session card for a visitor. The top section shows the session duration (17 Sep 12:00 PM), current page (Auto Insurance), and a navigation path with icons for each step. Below this, there are search terms (teen driving, family discount, defensive driving), segments (U.S. User, Chrome User, Auto Insurance - Category Page, Claim Center Visitor, High-value prospect +2), and outcome predictions (Quote requested: Likely, Make Claim: Very unlikely, Business insurance purchased: Very unlikely). A callout box highlights the 'Session info' icons: a location pin, a browser icon, a device icon, and an OS icon.

Session Info	Searches	Segments	Outcome Predictions
Location, Browser, Device, OS	2	3	3

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





## Devices

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Device	icon
Desktop	
Laptop	
Mobile	
Tablet	







Operating system

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Operating system	Icon
Android	
Linux	
MacOS	
Windows	
Other	OS

## Browsers

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Browser	Icon
Chrome	
Edge	
FireFox	
Internet Explorer	
Opera	
Other	
Safari	