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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 for a web session. The main area shows a navigation path with various icons representing different stages and user segments. A callout box labeled "Session info:" is circled, highlighting three icons: a location pin, a speech bubble, and a device icon. Below the main interface, two summary cards are visible, each showing session details and outcome predictions.

Session ID	Duration	Current page	Searches	Segments	Outcome Predictions
17 Sep 12:00 PM	Active Now	Auto Insurance	2	3	Quote requested: Likely, Make Claim: Very unlikely, Business insurance purchased: Very unlikely
17 Sep 10:00 AM	< 1 min	Auto Insurance	2	3	3
17 Sep 10:00 AM	< 1 min	Home Page	-	2	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	