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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 a detailed session card for a visitor on 17 Sep at 12:00 PM. The card is titled 'Web' and shows a duration of 'Active Now'. The current page is 'Auto Insurance'. A navigation flow diagram shows the visitor's path through various pages: Home Page, Search, Auto Insurance, Home Insurance, and Claim Centre. Below the flow, search terms include 'teen driving', 'family discount', and 'defensive driving'. Segments include 'U.S. User', 'Chrome User', 'Auto Insurance - Category Page', 'Claim Center Visitor', and 'High-value prospect +2'. Outcome Predictions are shown for 'Quote requested' (Likely), 'Make Claim' (Very unlikely), and '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 Info	Searches	Segments	Outcome Predictions
Location, Browser, Device, OS	-	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	