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Genesys Predictive Engagement Agent's Guide

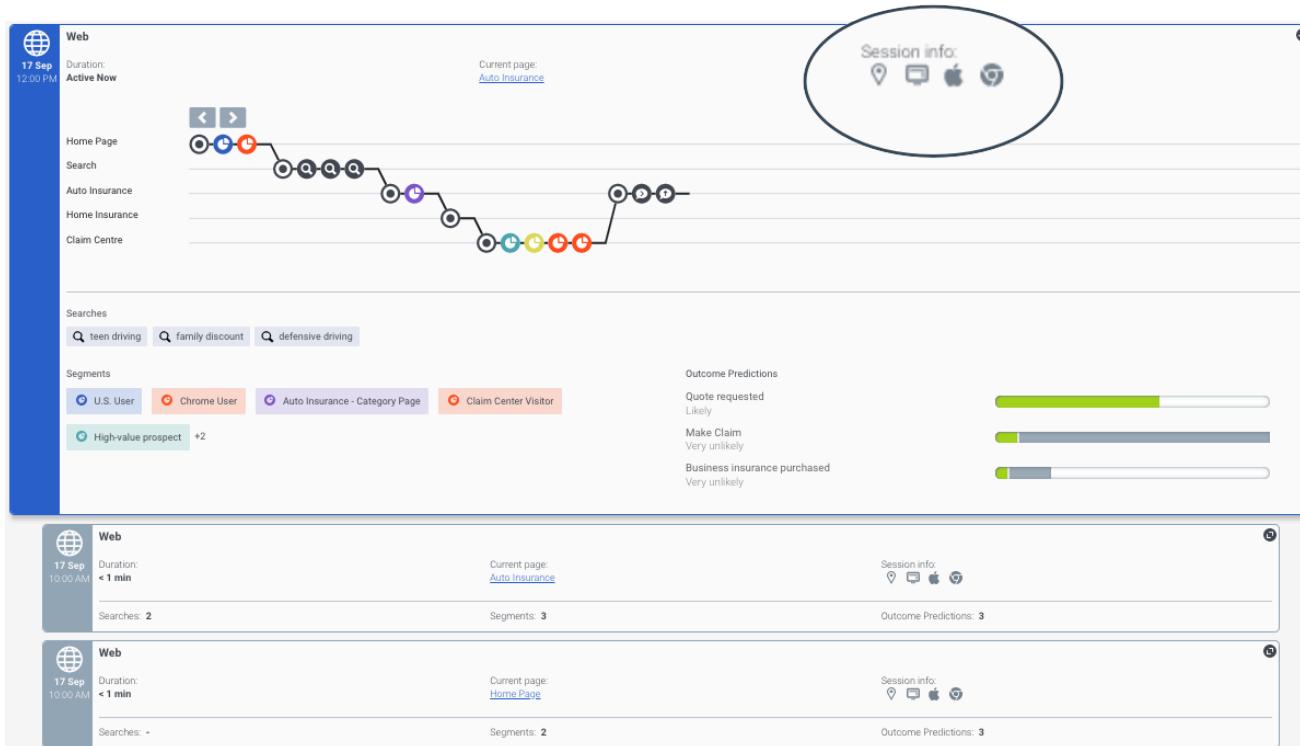
[Session information icons](#)

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



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	

Browsers

Browser	Icon
Chrome	
Edge	
FireFox	
Internet Explorer	
Opera	
Other	
Safari	