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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 interface also includes a sidebar with navigation links (Home Page, Search, Auto Insurance, Home Insurance, Claim Centre), a search bar, and a list of segments (U.S. User, Chrome User, Auto Insurance - Category Page, Claim Center Visitor, High-value prospect +2). On the right, there are outcome predictions for 'Quote requested' (Likely), 'Make Claim' (Very unlikely), and 'Business insurance purchased' (Very unlikely).

**Session info:**

- Location
- Browser
- Device
- Operating System

**Navigation Path:**

- Home Page
- Search
- Auto Insurance
- Home Insurance
- Claim Centre

**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, Operating System
17 Sep 10:00 AM	< 1 min	Auto Insurance	Location, Browser, Device, Operating System
17 Sep 10:00 AM	< 1 min	Home Page	Location, Browser, Device, Operating System

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	