



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# 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

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

---

Device	icon
Desktop	
Laptop	
Mobile	
Tablet	






Operating system

---

Operating system	Icon
Android	
Linux	
MacOS	
Windows	
Other	OS

## Browsers

---

Browser	Icon
Chrome	
Edge	
FireFox	
Internet Explorer	
Opera	
Other	
Safari	