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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, containing four icons: a location pin, a speech bubble, an Apple logo, and a Chrome logo. Below the main interface, two summary cards are visible, each showing session details like duration, current page, searches, segments, 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	Quote requested: Likely, Make Claim: Very unlikely, Business insurance purchased: Very unlikely
17 Sep 10:00 AM	< 1 min	Home Page	-	2	Quote requested: Likely, Make Claim: Very unlikely, Business insurance purchased: Very unlikely

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	