

# **GENESYS**

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# Genesys Predictive Engagement Agent's Guide

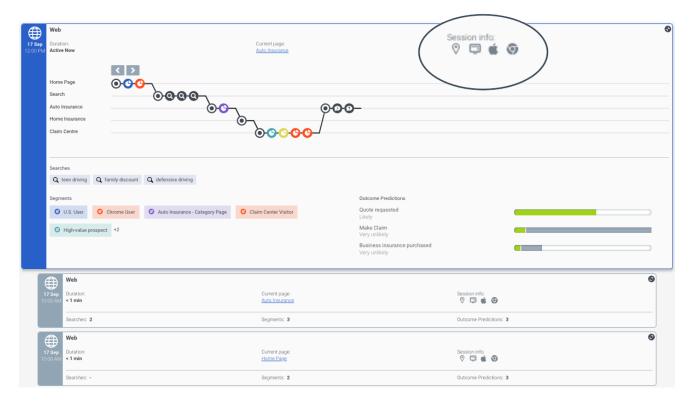
Session information icons

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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



Session information icons provide information about a visitor's location and equipment.

### Devices

Device	icon
Desktop	
Laptop	П
Mobile	
Tablet	

Operating system

Operating system	Icon
Android	
Linux	
MacOS	Ć
Windows	
Other	OS

Browsers

Browser	lcon
Chrome	9
Edge	<b>e</b>
FireFox	U
Internet Explorer	<b>e</b>
Opera	0
Other	
Safari	<b>②</b>