



Genesys Predictive Engagement Agent's Guide

Session information icons (Genesys Cloud)

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Feature coming soon! Learn about the icons for browsers, devices, and operating systems that Genesys Cloud agents see when they review a session card for a visitor.

Session information icons





The screenshot displays the Genesys Cloud interface for a session card. At the top right, a 'Session info' section is circled, containing icons for location, chat, Apple, and Android. Below this, a navigation flow diagram shows the visitor's path through various pages: Home Page, Search, Auto Insurance, Home Insurance, and Claim Centre. The interface also includes search filters for 'teen driving', 'family discount', and 'defensive driving'. Segments are listed as 'U.S. User', 'Chrome User', 'Auto Insurance - Category Page', 'Claim Center Visitor', and 'High-value prospect +2'. Outcome Predictions are shown for 'Quote requested' (Likely), 'Make Claim' (Very unlikely), and 'Business insurance purchased' (Very unlikely). Below the main session card, two smaller session cards are visible, each with its own 'Session info' section and summary statistics.

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	