



Altocloud Agent's Guide

An agent's experience in Genesys Engage

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Altocloud presents customer journey information to agents.

Customer journey information in Genesys Engage

If a visitor accepts an offer to chat from Altocloud, you see a new tab in your Genesys Engage Workspace when you receive the interaction.

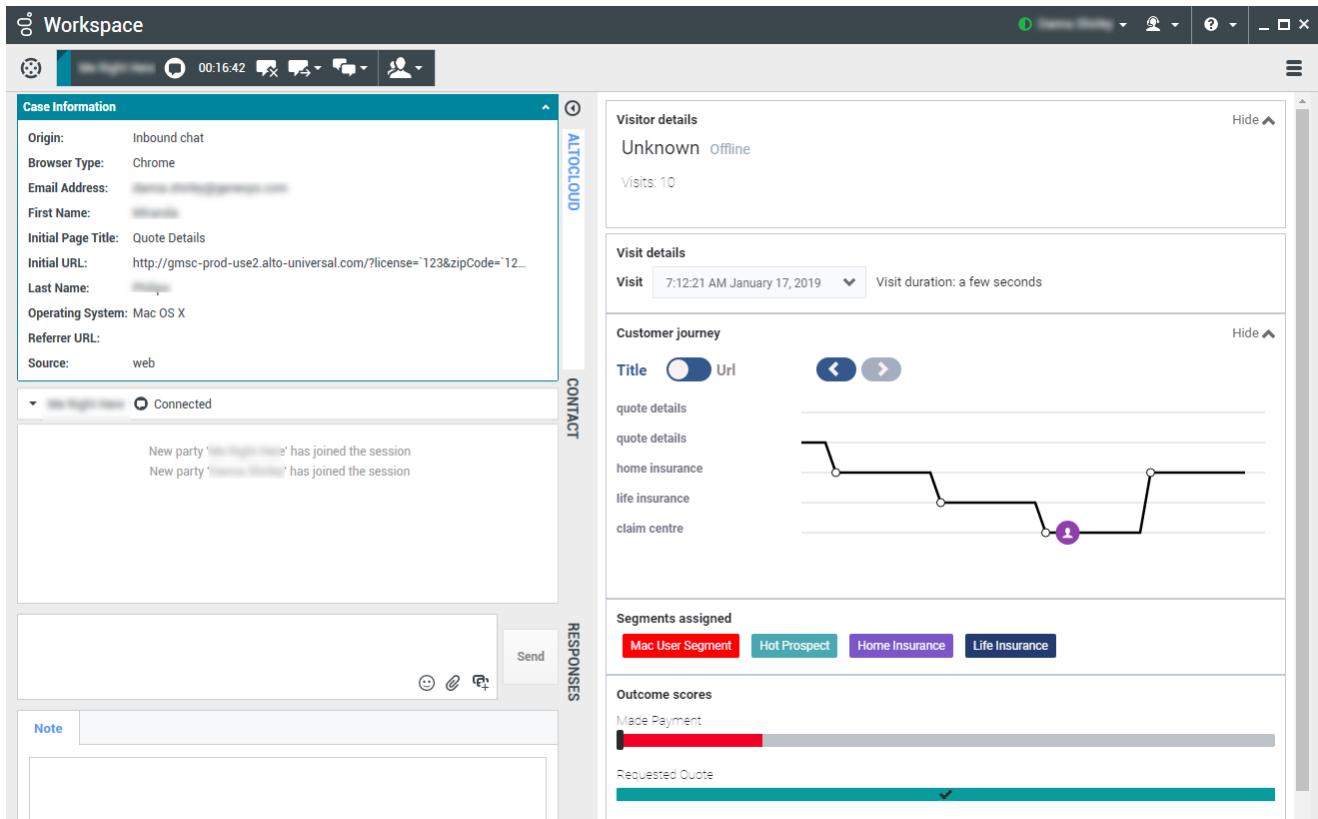
Agent Desktop

The screenshot displays the Genesys Engage Agent Desktop interface. The top navigation bar includes 'Workspace', 'Connect', and a user profile for 'altocloud agent1'. The main interface is divided into several sections:

- Case information:** Shows the origin as 'Inbound chat' and the agent as 'Eoin Joyce'. It also indicates that new parties have joined the session.
- Visitor details:** Lists the name 'Theron O'Hara', status 'Offline', and 'Visits: 1'.
- Visit details:** Shows the visit time as '11:27:31 AM February 20, 2019' and the duration as 'a few seconds'.
- Visit Journey:** A flow diagram showing the customer's path through 'Universal Insurance', 'Home Insurance', and 'Life Insurance'.
- Segments assigned:** Lists 'Mac users' and 'Life Insurance'.
- Outcome scores:** Displays progress bars for 'Make Payment' and 'Requested Quote'.
- Technical details:** A table at the bottom provides information on Location (Columbus, Ohio), Device Type (Other desktop), Operating System (Mac OS X 10.9.5), and Browser Type (Safari 11.0.0).

In Agent Desktop (Workspace Web Edition), customer journey information appears on the **Journey** tab.

Workspace Desktop Edition



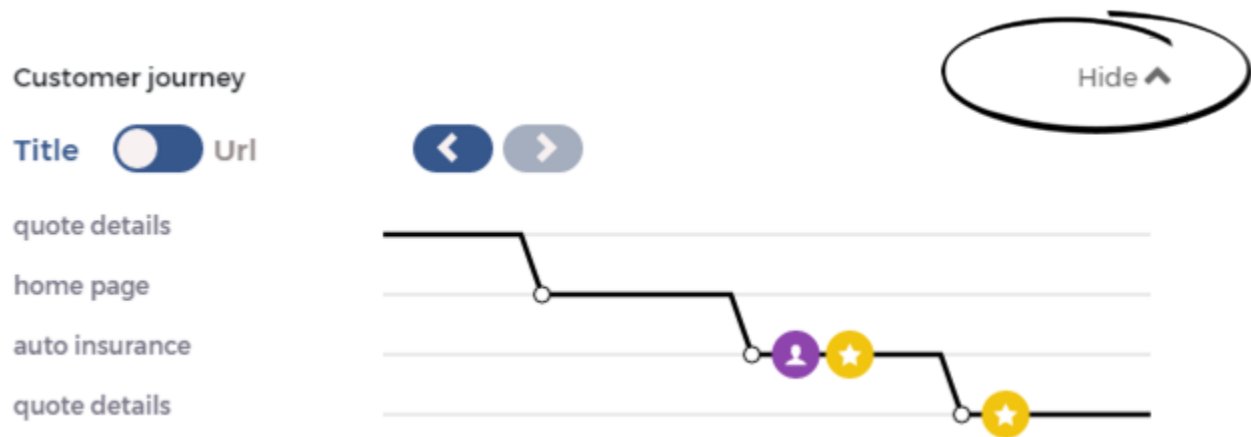
In Workspace Desktop Edition, customer journey information appears on the **Altocloud** tab.

See detailed journey information

On the tab, you can access the following information, which is updated as you interact with the visitor:

- Visit journey map for agents
- Segments assigned for agents
- Outcome scores for agents
- Additional information for agents

Hide and show information



To streamline your view of customer information, click **Hide**. Click **Show** to see the information again.

For more information

- Genesys Engage cloud: Genesys Engage cloud Agent's Guide
- Genesys Engage on-premises: Altocloud Chat Interaction