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Genesys Predictive Engagement Agent's Guide

The Genesys Predictive Engagement tab

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In Workspace Desktop Edition, the Genesys Predictive Engagement tab displays customer journey information.

The Genesys Predictive Engagement tab in Workspace Desktop Edition

The screenshot displays the Genesys Predictive Engagement interface within a Workspace Desktop Edition environment. The interface is divided into several sections:

- Visitor details:** Shows 5 visits for John Doe, who is online now. Contact information includes email (john.doe@example.com), phone (+3538272635252), and address (Vodafone Ireland, 0916253671).
- Visit details:** Shows a visit today at 3:27 PM with a duration of 1 minute. A dropdown menu allows showing a different visit.
- Customer journey:** A timeline showing page views (12) and a sequence of events: Home insurance, Auto insurance, Life insurance, and Quote details. A toggle switch is set to 'Page' and 'URL'. A 'Send' button is visible.
- Matched segments:** Lists segments such as Firefox user, Hot prospect, Requested quote, Requested payment, and Vodafone Ireland.
- Outcome scores:** Shows scores for Requested quote (high) and Made payment (low).
- Additional information:** Shows location (Galway, Ireland) and device/browser details (Desktop, Windows 10, Mozilla Firefox 61.0.2).

To access the Genesys Predictive Engagement Plugin during interactions, click the **Genesys Predictive Engagement** tab in your Genesys Multicloud CX Workspace.

In the **Genesys Predictive Engagement** tab, you can access the following journey content for the currently active interaction:

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- Visitor details and online presence status
 - Visit details including
 - Real-time customer journey chart
 - Real-time view of matched segments
 - Real-time view of outcome scores

Show and hide tools

Visitor details Visits: 5 Edit Hide ^

John Doe Last online 2 minutes ago

✉ john.doe@example.com 📶 Vodafone Ireland

📱 +3538272635252 🏠 0916253671 ☎ 09162635252

Every tool has a Hide/Show toggle button.