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Genesys Predictive Engagement Agent's Guide

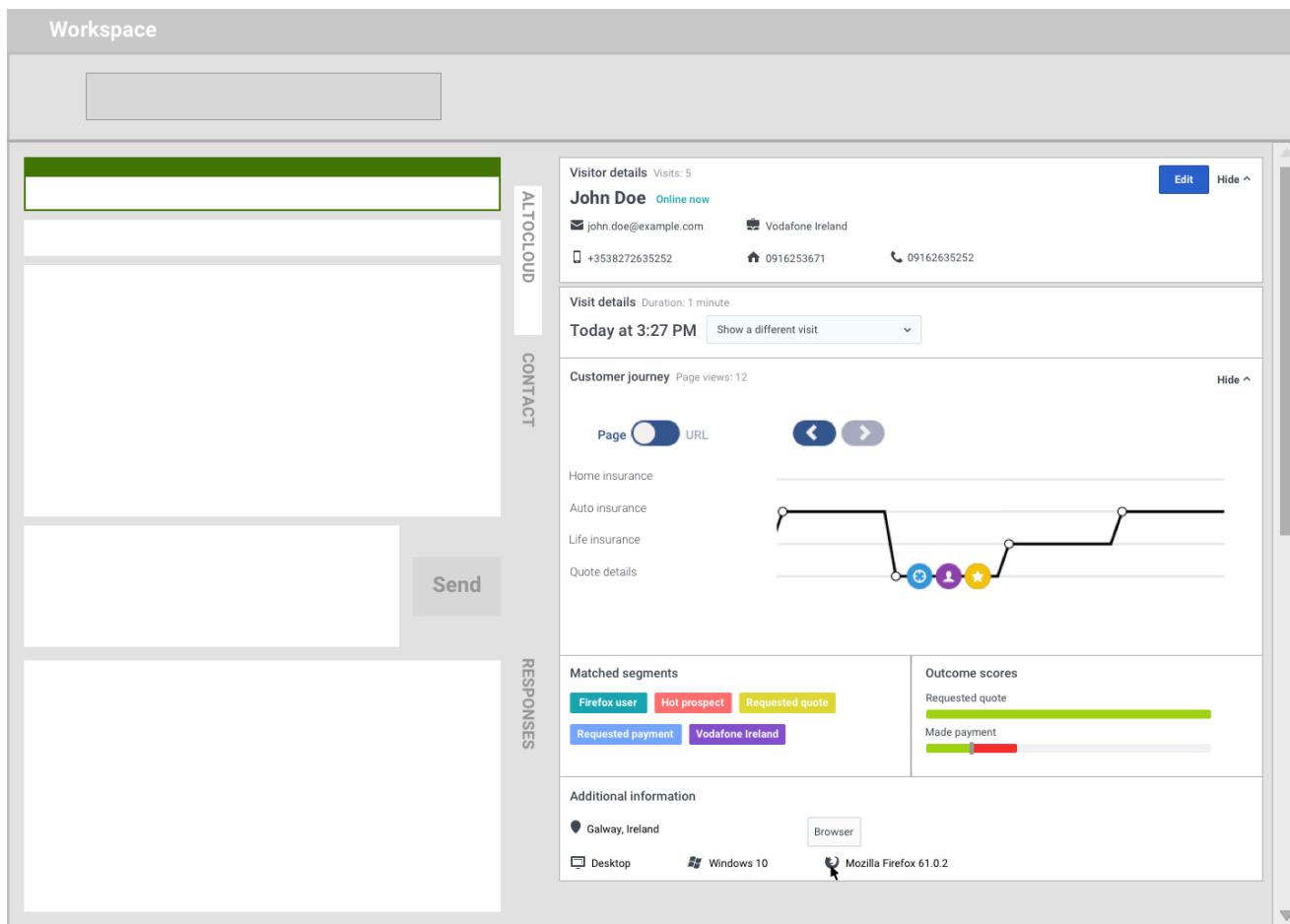
[The Genesys Predictive Engagement tab](#)

Contents

- 1 The Genesys Predictive Engagement tab in Workspace Desktop Edition
- 2 Show and hide tools

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

The Genesys Predictive Engagement tab in Workspace Desktop Edition



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:

- 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

John Doe Last online 2 minutes ago

 john.doe@example.com  Vodafone Ireland

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Every tool has a Hide/Show toggle button.