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# Genesys Predictive Engagement Agent's Guide

The Genesys Predictive Engagement tab

12/20/2025

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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 the Workspace Desktop Edition. The interface is divided into several sections:

- Workspace Header:** A grey bar at the top with the word "Workspace" on the left and a search bar.
- Left Sidebar:** A vertical bar with labels "ALTOCLOUD", "CONTACT", and "RESPONSES". It contains a "Send" button and a large empty text area.
- Visitor details:** A section showing "Visits: 5" and "John Doe" with status "Online now". It includes contact information: email (john.doe@example.com), phone (+3538272635252), and address (Vodafone Ireland, 0916253671).
- Visit details:** A section showing "Duration: 1 minute" and "Today at 3:27 PM". It includes a "Show a different visit" dropdown.
- Customer journey:** A section showing "Page views: 12" and a "Hide" button. It features a timeline with a "Page" toggle and "URL" filter. The timeline shows a sequence of events: Home insurance, Auto insurance, Life insurance, and Quote details. A line graph shows the progression of the journey.
- Matched segments:** A section showing segments like "Firefox user", "Hot prospect", "Requested quote", "Requested payment", and "Vodafone Ireland".
- Outcome scores:** A section showing scores for "Requested quote" and "Made payment" with corresponding bar charts.
- Additional information:** A section showing location (Galway, Ireland), device (Desktop), OS (Windows 10), and browser (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


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**Visitor details** Visits: 5


**John Doe** Last online 2 minutes ago

 john.doe@example.com

 Vodafone Ireland

 +3538272635252

 0916253671

 09162635252

Edit

Hide ^

Every tool has a Hide/Show toggle button.