

## **GENESYS**

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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

Error creating thumbnail: Unable to save thumbnail to destination 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

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