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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

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 information (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.