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

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

Every tool has a Hide/Show toggle button.