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Genesys Predictive Engagement Agent's Guide

The Genesys Predictive Engagement tab

7/27/2024

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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 "Browse" button.
- 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 icons for "Page" and "URL" and a line graph showing the journey path.
- 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 progress bars.
- 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


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.