



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Engagement Agent's Guide

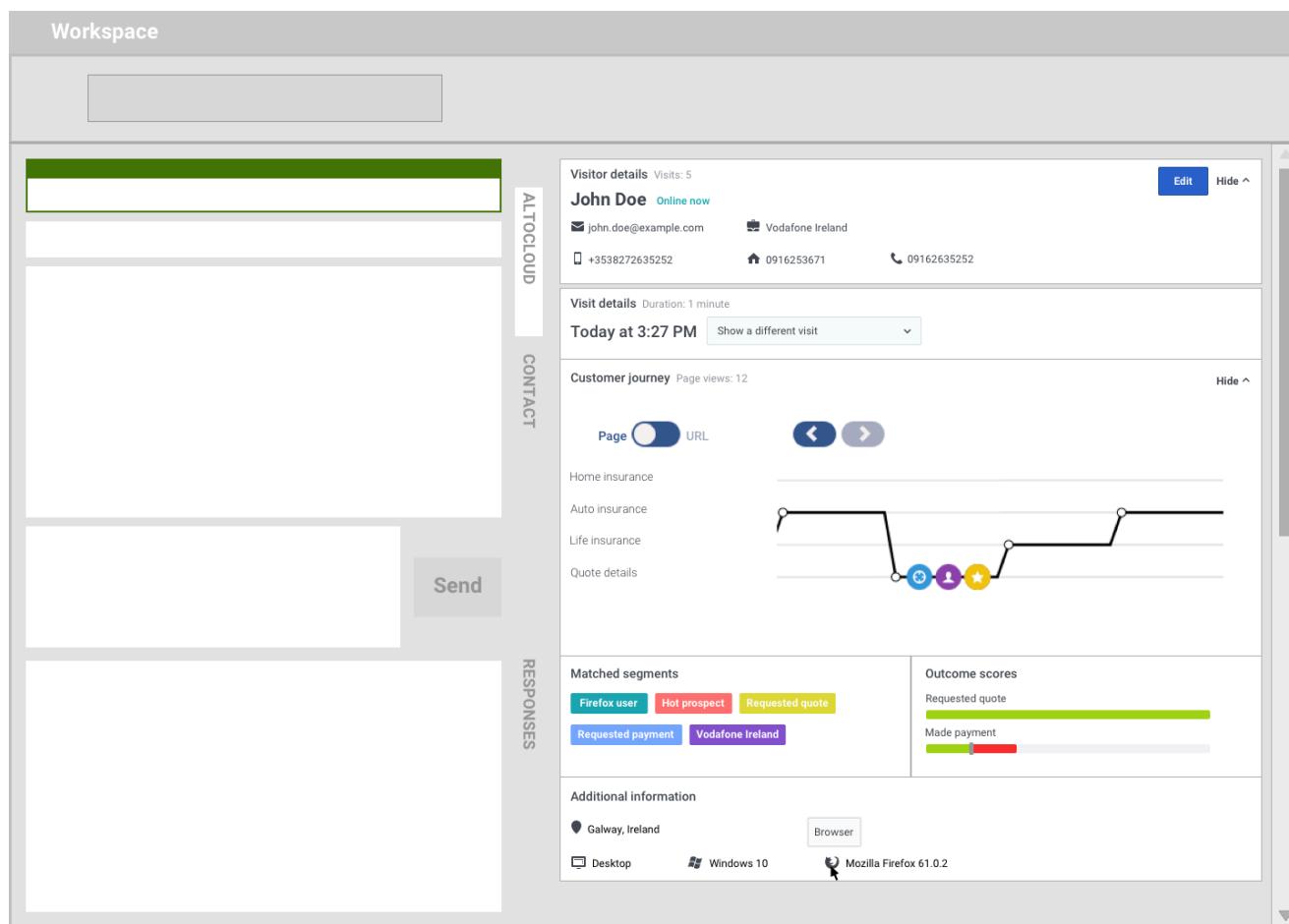
[The Genesys Predictive Engagement tab](#)

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 shows the Genesys Predictive Engagement tab in the Workspace Desktop Edition. The tab displays visitor details for John Doe, visit details (Duration: 1 minute, Today at 3:27 PM), a customer journey timeline with segments like Home insurance, Auto insurance, Life insurance, and Quote details, matched segments (Firefox user, Hot prospect, Requested quote, Requested payment, Vodafone Ireland), outcome scores (Requested quote, Made payment), and additional information (Galway, Ireland, Desktop, Windows 10, Mozilla Firefox 61.0.2). The interface includes tabs for Workspace, ALTOCLOUD, CONTACT, and RESPONSES, with a 'Send' button and a 'Responses' panel on the left.

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

Visitor details Visits: 5

John Doe Last online 2 minutes ago

 john.doe@example.com  Vodafone Ireland

 +3538272635252  0916253671  09162635252



Every tool has a Hide/Show toggle button.