



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

[Get started](#)

Contents

- 1 Learn how Genesys Predictive Engagement works on your website

Get started using Genesys Predictive Engagement for Genesys Cloud CX.

Learn how Genesys Predictive Engagement works on your website

1. Learn how Genesys Predictive Engagement engages your customers on your website.
2. Learn where you can see customer journey information.
3. Familiarize yourself with the different types of customer journey information that Genesys Predictive Engagement provides.