

## **GENESYS**

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## Genesys Predictive Engagement Agent's Guide

Get started with Genesys Predictive Engagement for PureConnect

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Get started using Genesys Predictive Engagement with PureConnect.

## Learn how Genesys Predictive Engagement works on your website

- 1. Learn how Genesys Predictive Engagement engages visitors on your website.
- 2. Learn where you can see customer journey information.
- 3. Familiarize yourself with the customer journey data that Genesys Predictive Engagement provides.