

GENESYS

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Genesys Predictive Engagement Agent's Guide

Get started with Predictive Engagement for Genesys Multicloud CX

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Get started using Genesys Predictive Engagement with Genesys Multicloud 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 information that Genesys Predictive Engagement provides:
 - · Customer journey map
 - Matched segments
 - Outcome scores
 - Additional_information