



# Genesys Predictive Engagement Agent's Guide

[Get started](#)

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Get started with Genesys Predictive Engagement

## Get started

1. Learn how Genesys Predictive Engagement engages your customers on your website.
2. Learn where you can see customer journey information:
  - Genesys Cloud
  - Genesys Engage
  - PureConnect
3. Familiarize yourself with the different types of customer information that Genesys Predictive Engagement provides:
  - Customer journey
  - Matched segments
  - Outcome scores
  - Additional\_information