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Genesys Predictive Engagement Agent's Guide

Get started with Predictive Engagement for Genesys Multicloud CX

3/28/2024

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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