Genesys Predictive Engagement Agent's Guide

Journey map icons (Genesys Cloud CX beta release)

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Contents

Feature coming soon! Learn about the icons that appear on the customer journey map for Genesys Cloud CX beta customers.

About the icons

Each icon on the customer journey map represents a type of activity. The position of the icon on the journey map indicates the order in which the activity occurred and at what point in the journey.

Miscellaneous icons

Icon	Name	Description
	Default	Default icon used when no other icon is applicable.
	Searched	Visitor searched for something on your website.
	Page view	Visitor viewed a page on your website. **Important** It's possible for a web visit card to have multiple page titles with the same name. If the URL of a page changes, a new line will form on the web session card and the URL will update. We aren't facilitating dynamic values within a page if a visitor reloads the page.