



Genesys Predictive Engagement Agent's Guide

Journey map icons (Genesys Cloud)

Contents

- [1 About the icons](#)
- [2 Web chat icons](#)
- [3 Web messaging icons](#)
- [4 Content offer icons](#)
- [5 Form-related icons](#)
- [6 Journey shaping icons](#)
- [7 Miscellaneous icons](#)
- [8 Custom event icons](#)

Feature coming soon! Learn about the icons that Genesys Cloud agents see when they review the customer journey map for a visitor.





About the icons




Each icon represents a type of activity that occurred during a particular session. The position of the icon on the journey map indicates when the visitor completed the activity.

Journey map icon descriptions:

- Web chat icons
- Web messaging icons
- Content offer activity icons
- Form activity icons
- Journey Shaping icons
- Miscellaneous icons
- Custom event icons

Web chat icons







Icon	Tooltip	Description
	Chat offered	Genesys Predictive Engagement offered a web chat to the visitor.
	Chat offer accepted	Visitor accepted the web chat offer.
	Chat form completed	Visitor completed the form to request a web chat.
	Chat rejected	Visitor rejected the web chat offer.


Icon	Tooltip	Description
	Chat timed out	Offer to chat timed out before the visitor responded.
	Chat ignored	Visitor left the website before responding to the web chat offer.
	Chat error	Web chat experienced an error.

Web messaging icons




Feature coming soon: Web messaging

If you are a Genesys Cloud customer, your organization might be using the new web messaging feature instead of web chat.



Icon	Tooltip	Description
	Web messaging offered	Genesys Predictive Engagement offered web messaging to the visitor.
	Web messaging offer accepted	Visitor accepted the web messaging offer.
	Web messaging form completed	Visitor completed the form to request web messaging.
	Web messaging offer rejected	Visitor rejected the web messaging offer.
	Web messaging offer timed out	Web messaging offer timed out before the visitor responded.
	Web messaging offer ignored	Visitor left the website before responding to the web messaging offer.

Icon	Tooltip	Description
	Web messaging error	Web messaging experienced an error.



Content offer icons

Icon	Tooltip	Description
	Content offer offered	Genesys Predictive Engagement presented a content offer to the visitor.
	Content offer accepted	Visitor accepted the content offer.
	Content offer ignored	Visitor left the website before responding to the content offer.



Form-related icons

Icon	Tooltip	Description
	Form submitted	Visitor submitted a form.
	Form abandoned	Visitor abandoned the form before completing it.





Journey shaping icons


Icon	Tooltip	Description
	Outcome achieved	Visitor achieved one of your outcomes.
	Segment matched	Visitor matched one of your segments. The color of the icon matches the color of the corresponding segment.

Miscellaneous icons

Icon	Tooltip	Description
	Searched	Visitor searched for something on your site.
	Default	Default icon used when no other icon is applicable.

Custom event icons

Icon	Tooltip	Description
	Delivery	Delivery event occurred.
	Invoice	Invoice event occurred.
	Application	Application-related event occurred.
	Contract	Contract event occurred.

Icon	Tooltip	Description
	Default Event	Default icon used for a custom event when no other icon is applicable.