



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Predictive Engagement Agent's Guide

An agent's experience in Genesys Cloud CX

5/24/2026

---

## Contents

- [1 Customer journey information](#)
- [2 For more information](#)

---

In Genesys Cloud CX, Predictive Engagement presents customer journey information to agents.

## Customer journey information

If a visitor accepts an offer to chat from Genesys Predictive Engagement, customer journey information displays in the right side of the Interactions panel when you pick up the interaction. You must have the appropriate Genesys Predictive Engagement permissions to view the customer journey information.

You can access the following information, which is updated as you interact with the visitor:

- `[[ATC/Current/AgentGuide/Customer journey]]`
- `[[ATC/Current/AgentGuide/Matched segments]]`
- `[[ATC/Current/AgentGuide/Outcome scores]]`
- `[[ATC/Current/AgentGuide/Additional information]]`

## For more information

- [Work with chat interactions with Predictive Engagement](#)