GENESYS™

Genesys Predictive Engagement Agent's Guide

An agent's experience in Genesys Cloud CX

5/1/2026

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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