GENESYS™

Genesys Predictive Engagement Agent's Guide

An agent's experience in Genesys Multicloud CX

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Contents

Genesys Predictive Engagement presents customer journey information to agents.

Customer journey information in Genesys Multicloud CX

If a visitor accepts an offer to chat from Genesys Predictive Engagement, you see a new tab in your Genesys Multicloud CX Workspace when you receive the interaction.

Agent Desktop

In Agent Desktop (Workspace Web Edition), customer journey information appears on the **Journey** tab.

Workspace Desktop Edition

In Workspace Desktop Edition, customer journey information appears on the **Altocloud** tab.

See detailed journey information

On the tab, 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|]]

Hide and show information
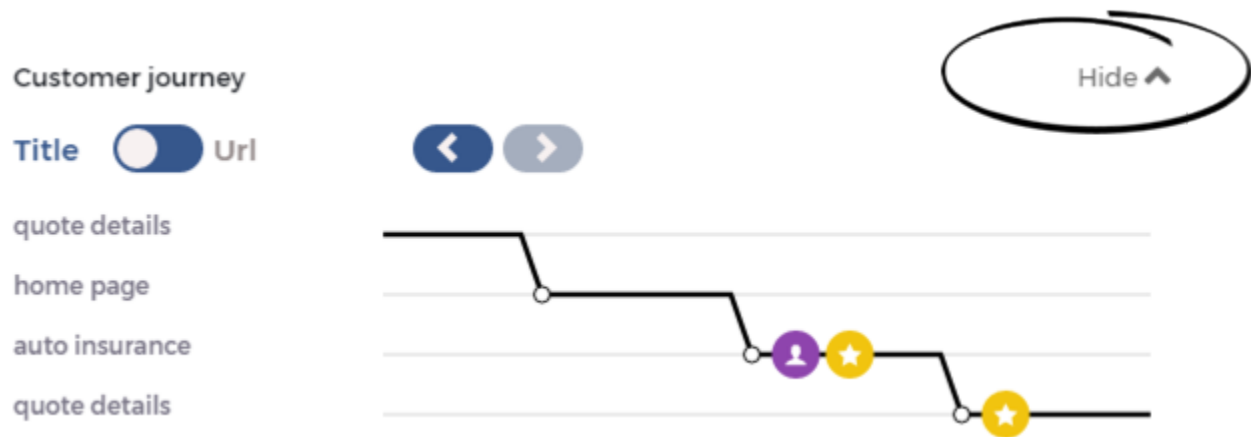
To streamline your view of customer information, click **Hide**. Click **Show** to see the information again.

For more information

- Genesys Multicloud CX: Genesys Multicloud CX Agent's Guide
- Genesys Engage on-premises: Predictive Engagement Chat Interaction