



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 Multicloud CX

6/7/2026

Contents

- [1 Customer journey information in Genesys Multicloud CX](#)
- [2 Agent Desktop](#)
- [3 Workspace Desktop Edition](#)
- [4 See detailed journey information](#)
- [5 Hide and show information](#)
- [6 For more information](#)

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

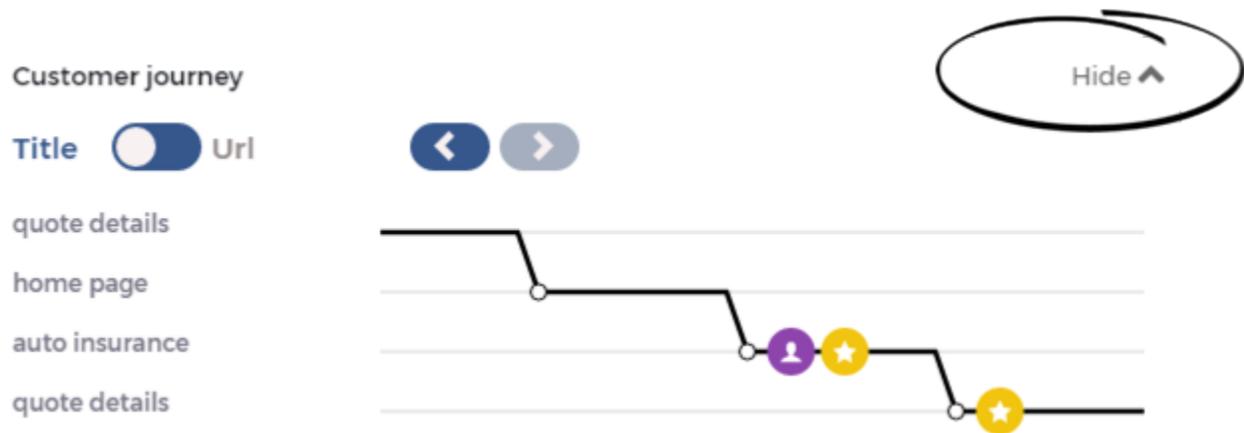
In Workspace Desktop Edition, customer journey information appears on the **Altocloud** tab.

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