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Genesys Predictive Engagement Agent's Guide

About the Genesys Predictive Engagement gadgets

6/7/2026

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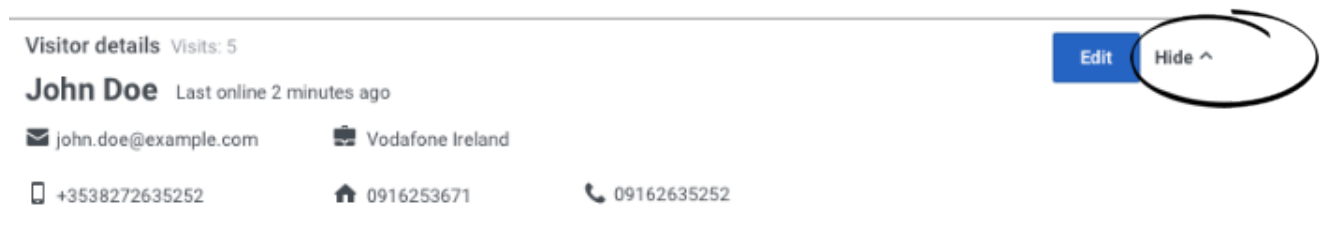
Use Genesys Predictive Engagement's gadgets to explore information about a visitor.

About the Genesys Predictive Engagement gadgets

Genesys Predictive Engagement data appears in a set of gadgets. Each gadget shows a specific type of data. The gadgets are:



- Visitor details
- Visit details
- Customer journey
- Matched segments
- Additional information

Hide and show gadgets



Each gadget has a Hide/Show toggle.

Visitor details

| Icon | Description |
|---|---------------|
|  | Email address |
|  | Email address |

| | |
|---|--|
|  | Email address I increased the zoom % before I took the screenshot |
| | Carrier |
| | Mobile phone |
| | Home phone |
| | Alternate phone |

Visit details

Visit details Duration: 1 minute

Today at 3:27 PM Show a different visit ▾

Customer journey

Customer journey Page views: 12 Hide ^

Page URL
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Matched segments

Matched segments

- Firefox user
- Hot prospect
- Requested quote
- Requested payment
- Vodafone Ireland

Outcome scores



Additional information

Additional information

Galway, Ireland

Desktop [redacted] Windows 10

Browser

Mozilla Firefox 61.0.2

The panel contains several elements: a location pin icon followed by 'Galway, Ireland'; a computer icon followed by 'Desktop' and a black redaction box; the Windows logo followed by 'Windows 10'; a 'Browser' button; and the Firefox logo followed by 'Mozilla Firefox 61.0.2'.