

GENESYS

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

About the Genesys Predictive Engagement gadgets

Contents

- 1 About the Genesys Predictive Engagement gadgets
- 2 Hide and show gadgets
- 3 Visitor details
- 4 Visit details
- 5 Customer journey
- 6 Matched segments
- 7 Outcome scores
- 8 Additional information

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

Error granting than how is blooking ave thumbnail to destination

Visitor details

Icon	Description
Error creating	Email address
	Email address
Enumbrail:	ng Email address
##1144 F-12-91-1	A Vincreased the zoom % before I took the screenshot
thumbhall: Unable to save thurល្ខតដែ	
स्ट श्र <u>क</u> िस्ताम् श	indication of the control of the con
	Home phone
	Alternate phone

Visit details

Error creating thumbnail: Unable to save thumbnail to destination

Customer journey

Error creating thumbnail: Unable to save thumbnail to destination

Matched segments

Error creating thumbnail: Unable to save thumbnail to destination

Outcome scores

Error creating thumbnail: Unable to save thumbnail to destination Additional information

Error creating thumbnail: Unable to save thumbnail to destination