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Genesys Predictive Engagement Agent's Guide

About the Genesys Predictive Engagement gadgets

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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

Visitor details Visits: 5 Edit Hide ^



John Doe Last online 2 minutes ago

 john.doe@example.com  Vodafone Ireland

 +3538272635252  0916253671  09162635252

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
 ◀ ▶



Home insurance

Auto insurance

Life insurance

Quote details

Matched segments

Matched segments

Firefox user Hot prospect Requested quote

Requested payment Vodafone Ireland

Outcome scores



Additional information

Additional information

Galway, Ireland Browser

Desktop [redacted] Windows 10 Mozilla Firefox 61.0.2

This block contains user information. It includes a location pin icon for 'Galway, Ireland', a 'Browser' button, a desktop icon for 'Desktop [redacted]', the Windows logo for 'Windows 10', and the Firefox logo for 'Mozilla Firefox 61.0.2'.