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# Genesys Predictive Engagement Agent's Guide

About the Genesys Predictive Engagement gadgets

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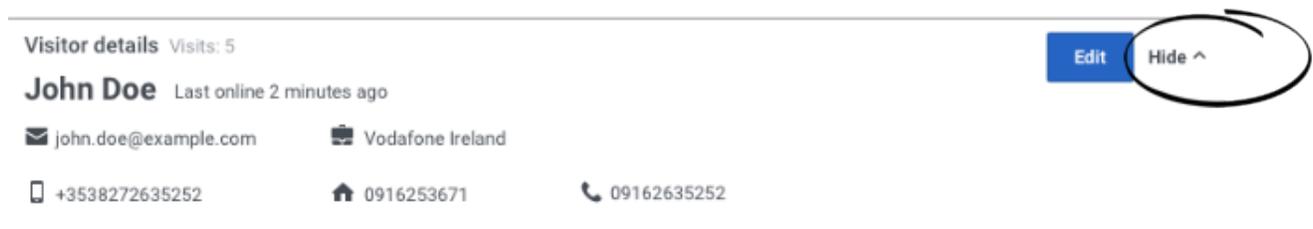
Use Genesys Predictive Engagement's gadgets to explore information about a visitor.

## 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



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

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**Additional information**

Galway, Ireland Browser

Desktop [redacted] Windows 10 Mozilla Firefox 61.0.2