Genesys Predictive Engagement Agent's Guide

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Learn how to use Genesys Predictive Engagement.

Get started

Get started using Genesys Predictive Engagement.

- Genesys Cloud CX
- Genesys Multicloud CX
- PureConnect

Visitor experience

Learn how Genesys Predictive Engagement engages visitors on your website.

- A visitor's experience

Agent experience

Learn what information appears when a visitor accepts an offer to chat from Genesys Predictive Engagement.

- Genesys Cloud CX
- Genesys Multicloud CX
- PureConnect

Journey details

Learn what information you can see about a visitor's journey on your website.

- Journey map icons
- Session information icons (Genesys Cloud CX)