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Genesys Predictive Engagement Release Notes

9/15/2025

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- New in this release

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- Support for GWS regions

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Release Notes for the **January 28, 2019** release of the Genesys Predictive Engagement Admin UI.

Customized tracking snippet

You can now access your customized Genesys Predictive Engagement tracking snippet from the **Settings** menu in the Admin UI. Your organization ID and region are automatically populated for you. For more information, see Tracking snippet.

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November 9, 2018

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Release Notes for the **November 9, 2018** release of the Genesys Predictive Engagement Admin UI.

Introducing the Genesys Predictive Engagement Admin UI

This is the first release of Genesys Predictive Engagement Administrative UI, which administrators and business users use to perform the following tasks:

- Monitor visitors who are currently on the customer's website
- Build journey optimization logic by creating segments, outcomes, and action maps
- Configure additional administrative users
- Define authentication credentials for integrating with other Genesys products
- Define parameters for monitoring visitor activity

For more information on the Admin UI, see Administrator's Guide.

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Release Notes for the **November 9, 2018** release of the Genesys Predictive Engagement Agent UI.

Introducing the Genesys Predictive Engagement Agent UI

This is the first release of Genesys Predictive Engagement Agent UI, which appears in agent desktops as a new Genesys Predictive Engagement tab. The Genesys Predictive Engagement Agent UI enables agents access to:

- Journey content for a specific visit session
- Visitor details and online presence status
- Visit details
- Real-time customer journey chart
- Real-time view of matched segments
- Real-time view of outcome scores

For more information on the Agent UI, see Agent's Guide.

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Release Notes for the **January 28, 2019** release of the Genesys Predictive Engagement SDK.

Support for GWS regions

Genesys Predictive Engagement now authenticates with GWS regions. For more information, see [Regions](#).

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Release Notes for the **November 9, 2018** release of the Genesys Predictive Engagement SDK.

Introducing the Genesys Predictive Engagement SDK

The Genesys Predictive Engagement SDK enables you to customize how Genesys Predictive Engagement tracks visitors on your website.

Configure website activities, including how Genesys Predictive Engagement:

- Tracks visitors on your website
- Submits events that define visitor activities
- Records and retrieves visitor information using built-in APIs
- Configures tracking settings that are specific to your website
- Revokes cookies

Configure form-based activities, including how Genesys Predictive Engagement:

- Tracks form inputs for visitor information
- Receives form events for tracked forms

For more information on the Genesys Predictive Engagement SDK, see [Developer's Guide](#).

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Release Notes for the **9.0.002.05** release of the Predictive Engagement Plugin for Workspace Desktop Edition.

New in this release

The 9.0.002.05 version of the Predictive Engagement Plugin for Workspace Desktop Edition supports the following additional languages:

- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Spanish
- Swedish

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Release Notes for the **November 9, 2018** release of the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

Genesys Predictive Engagement Plugin for Workspace Desktop Edition Version 9.0.001.01

This is the first release of Genesys Predictive Engagement Plugin for Workspace Desktop Edition. The Genesys Predictive Engagement Plugin displays customer journey information to enable sales and service agents in better assisting customers and prospects.

Deployment features

Deployment-related features of the Genesys Predictive Engagement Plugin include:

- Support for Non-ClickOnce deployments with Workspace Desktop Edition
- Access control by roles and permissions
- HTTP forward proxy for outgoing traffic from agent workstations

For more information, see Genesys Predictive Engagement Plugin for Workspace Desktop Edition Guide.

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Release Notes for the **November 9, 2018** release of the Agent Pacing Service.

Agent Pacing Service version 9.0.001.01

Agent Pacing Service combines statistical data from the contact center with statistics collected by Genesys Predictive Engagement to predict the availability of agent resources. It forwards the results to Genesys Predictive Engagement, so that Genesys Predictive Engagement can make an informed decision about whether to send an engagement request to a specific visitor.

For more information, see Agent Pacing Service Deployment Guide.

Schema modifications

This release includes the following corrections and modifications for the Agent Pacing Service:

- Updates were made to the API schema v2.0.

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