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# Genesys Predictive Engagement Release Notes

November 9, 2018

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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.

## More Release Information

[Other Genesys Resources](#)

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