



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Engagement Release Notes

November 9, 2018

Contents

- [1 Introducing the Genesys Predictive Engagement Agent UI](#)
- [2 More Release Information](#)

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](#)

[Legal Notices](#)