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## Integration with Genesys Widgets

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## Contents

- [1 About the integration](#)
- [2 Prerequisites](#)
- [3 Updates to the userData object](#)

Genesys Predictive Engagement integrates with Genesys Cloud CX to initiate web chats with website visitors.

## About the integration

Genesys Predictive Engagement uses Genesys Widgets to start predictive engagement web chats with website visitors.

## Prerequisites

To allow Genesys Predictive Engagement to start web chats, configure Genesys Widgets on the host website. For more information about Genesys Widgets, see [Genesys Widgets](#).

## Updates to the userData object

For each engagement that Genesys Predictive Engagement triggers, Genesys Predictive Engagement adds the following properties to the widget's **userData** object. The **userData** object allows Genesys Predictive Engagement to render journey-specific user interfaces on an agent's desktop.

Property Name	Description
<code>_actActionMapId</code>	Genesys Predictive Engagement Action Map ID for the engagement
<code>_actCustomerId</code>	Genesys Predictive Engagement ID value for the visitor to the site
<code>_actCustomerIdType</code>	Genesys Predictive Engagement ID type of Customer ID
<code>_actVisitId</code>	Genesys Predictive Engagement Visit ID of the current web session
<code>_target</code>	Suggested target expression exposed to routing logic downstream
<code>isProactive</code>	Flag that identifies the engagement as a Genesys Predictive Engagement engagement

### Important

If the host site contains a property with a similar name, the Genesys Predictive

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Engagement value overwrites it.

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