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Integration with Genesys Widgets

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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
_actActionMapId	Genesys Predictive Engagement Action Map ID for the engagement
_actCustomerId	Genesys Predictive Engagement ID value for the visitor to the site
_actCustomerIdType	Genesys Predictive Engagement ID type of Customer ID
_actVisitId	Genesys Predictive Engagement Visit ID of the current web session
_target	Suggested target expression exposed to routing logic downstream
isProactive	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

Engagement value overwrites it.