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Genesys Predictive Engagement resources for developers

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Learn about the Genesys Predictive Engagement resources available for developers.

Genesys Cloud CX

If you are a Genesys Cloud CX customer, we encourage you to use the new web messaging feature to replace web chat.

Web messaging

The following resources are available to Genesys Cloud CX developers who are using (or plan to use) the web messaging feature:

- globalFunction: Call plugin commands and subscribe to events.
- Commands and events: Commands that you can call and events that you can subscribe to.
- Cookies: Cookies required for the messenger plugins to function properly.
- Examples: Examples for creating your own messenger launcher.
- Configure messenger: Define the appearance and behavior of the messenger window. Alternatively, administrators can define the messenger window appearance and the messaging experience through the Genesys Cloud CX interface.
- Deploy messenger: Deploy the messenger snippet to your website. Alternatively, administrators can deploy the messenger snippet from the Genesys Cloud CX interface.
- Messenger JavaScript SDK: Customize how messenger behaves and interacts with Predictive Engagement.
- Web messaging Guest API: Interface with the Genesys Cloud CX web messaging Guest API.
- DevCast tutorial 16 for Predictive Engagement for Developers: SDKs and APIs that you can use to understand the customer journey.

Web chat

The following resources are available to Genesys Cloud CX developers who are using the web chat feature:

- Widget - Version 2: Deploy the Version 2 widget to your website.
- Journey JavaScript SDK: Customize how Predictive Engagement tracks and manages visitor activity on your website.
- Event tracking with tag managers: Track events with tag managers, such as Google Tag Manager or Adobe Launch.
- DevCast tutorial 16 for Predictive Engagement for Developers: SDKs and APIs that you can use to understand the customer journey.

Genesys Multicloud CX

The following resources are available to Genesys Multicloud CX developers:

- Deploy Genesys Widgets: Deploy a web chat widget to your website.
- Journey JavaScript SDK: Customize how Predictive Engagement tracks and manages visitor activity on your website.
- Event tracking with tag managers: Track events with tag managers, such as Google Tag Manager or Adobe Launch.
- DevCast tutorial 16 for Predictive Engagement for Developers: SDKs and APIs that you can use to understand the customer journey.

Genesys Engage on-premises

The following resources are available to Genesys Engage on-premises developers:

- Deploy Genesys Widgets: Deploy a webchat widget to your website.
- Journey JavaScript SDK: Customize how Predictive Engagement tracks and manages visitor activity on your website.
- Event tracking with tag managers: Track events with tag managers, such as Google Tag Manager or Adobe Launch.
- DevCast tutorial 16 for Predictive Engagement for Developers: SDKs and APIs that you can use to understand the customer journey.

PureConnect

The following resources are available to PureConnect developers:

- Configure widgets: Configure a web chat widget.
- Deploy widgets: Deploy a web chat widget to your website.
- Journey JavaScript SDK: Customize how Predictive Engagement tracks and manages visitor activity on your website.
- Event tracking with tag managers: Track events with tag managers, such as Google Tag Manager or Adobe Launch.
- DevCast tutorial 16 for Predictive Engagement for Developers: SDKs and APIs that you can use to understand the customer journey.