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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.](#)

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## 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.