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Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

7/27/2024

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Genesys Predictive Engagement displays a graphic representation of a contact's website journey, providing information and insight for sales and service agents.

Related documentation:

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Important

- Some Agent Workspace features are available only for Genesys Multicloud CX users.
- Genesys Predictive Engagement might look different in your environment.

If you are set up to use Genesys Predictive Engagement you can access the **Journey** tab on the right side of the Chat interaction window.

Visitor details
Name: Bugs Something Bunny
Status: Offline
Session count: 22
Selected session page views: 1
Email: bugs.bunny@lt.com
Mobile: +353 87 412 3456
Home: +353 87 412 3456
Work: +353 87 412 3456

Session details
Sessions
May 17, 2022 5:58 PM
Session duration: < 1 minute , Page views: 1

Session journey

Home Insurance

Searches performed
No Searches Performed

Segments assigned

heather testing journey patterns
MS Chrome
Orla segment test blocking
home insurance
test limit
My Session Segment
atmid not 4
Marks segnemtn for auditing

Outcome scores

Auto-insurance outcome **Very likely**
Purchase Insurance **Very unlikely**
associated Value Test **Unlikely**
StaticReportingTestOutcomeValue **Achieved!**

Location
Carlow, Ireland

Device type
Apple Desktop

Operating system
Mac OS X Unknown

Browser type
Chrome 101.0.4951.54

The **Journey** tab is displayed after a contact has been proactively offered a chat based on their web activity. Genesys Predictive Engagement might have identified the contact as a potentially valuable customer or one who has become stuck somewhere on the website. This is determined by how your organization set up Genesys Predictive Engagement.

Use the **Journey** tab to view the details of a contact's visit to your company website before and after they initiated a web chat interaction.

The *Genesys Predictive Engagement Agent's Guide* contains all the information that you, as an agent, need to understand and use the contents of the **Journey** tab.

For information about how to handle a chat interaction, go [here](#).

What next?

- Asynchronous Chat
- Contacts
- Team Communicator
- Internal interactions
- Co-browse

Top 5 topics

1. Getting Started
2. Navigating Agent Workspace
3. Calls
4. Contacts
5. Contact and interaction history