Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

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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.
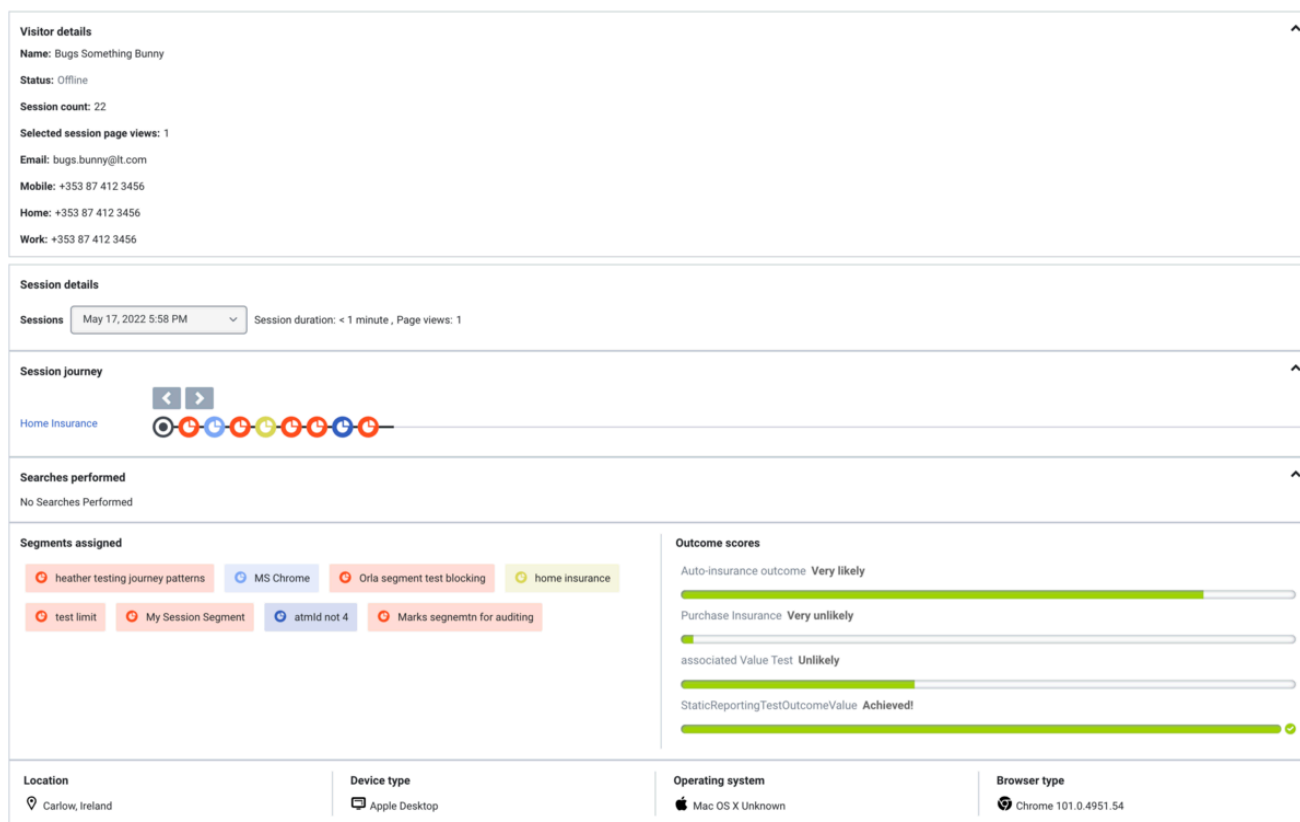
Related documentation:
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> ## Important
>
> - Some Agent Workspace features are available only for Genesys Multicloud CX users.
>
> - Genesys Predictive Engagement might look different in your environment.

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.

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
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Top 5 topics

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2. Navigating Agent Workspace
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