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Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

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- Agent
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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.

Top 5 topics

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