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Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

Contents

- 1 What next?
- 2 Top 5 topics

- Agent
- Supervisor

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

Outcome	Score
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