

GENESYS

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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.

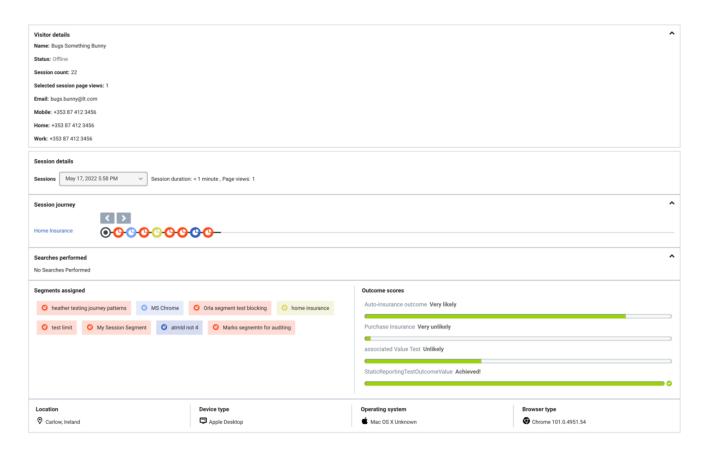
Related documentation:

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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.



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