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Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

10/1/2023

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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.

Visitor details

Name: Bugs Something Bunny
 Status: Offline
 Session count: 22
 Selected session page views: 1
 Email: bugs.bunny@it.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!**

<p>Location</p> <p>Carlow, Ireland</p>	<p>Device type</p> <p>Apple Desktop</p>	<p>Operating system</p> <p>Mac OS X Unknown</p>	<p>Browser type</p> <p>Chrome 101.0.4951.54</p>
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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