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Agent Desktop 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.

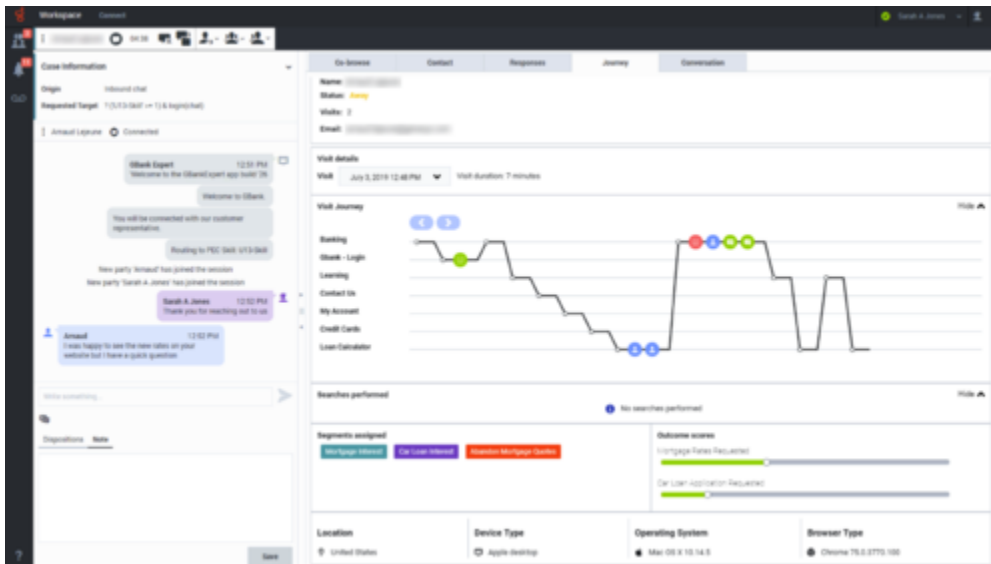
Related documentation:

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Important

- Some Workspace Agent Desktop 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.

Get Started

- Get started
- A visitor's experience
- About journey analytics in Genesys Multicloud CX (Agent Desktop)

Using the Journey tab

- Visitor details
- Visit details
- Customer journey map
- Segments assigned
- Outcome scores

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 Desktop
3. Calls
4. Contacts
5. Contact and interaction history