



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Agent Workspace Agent's Guide

Genesys Predictive Engagement Chat Interaction

9/16/2024

---

## 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:**

- 

### 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**

- Auto-insurance outcome **Very likely**
- Purchase Insurance **Very unlikely**
- associated Value Test **Unlikely**
- StaticReportingTestOutcomeValue **Achieved!**

---

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