

Predictive Engagement

Track web messaging with Messenger. Remove the legacy snippet or you double-count. A segment needs at least one condition. More conditions match fewer visitors. Action types: web messaging, web chat, content offer, or an Architect flow. Journey Outcomes: announced 2026-05-18, planned effective date 2026-06-29. Customer Outcomes, as described then, will not include outcome scoring. This sheet was written 15 October 2026 without signing in to an org.

Sources and go deeper

Last checked 2026-10

About Predictive Engagement (Resource Center) <https://help.genesys.cloud/articles/about-predictive-engagement/>

Genesys Predictive Engagement (Resource Center) <https://help.genesys.cloud/usecases/genesys-predictive-engagem>

Deprecation: Journey Outcomes (Resource Center) <https://help.genesys.cloud/announcements/genesys-cloud/depreca>

Advanced routing overview (Resource Center) <https://help.genesys.cloud/articles/advanced-routing-overview/> Las

Predictive Engagement tracking snippet (Resource Center) <https://help.genesys.cloud/articles/predictive-engage>

Migrate from web chat to web messaging (Resource Center) <https://help.genesys.cloud/articles/migrate-from-web->

Configure and deploy Genesys Messenger (Resource Center) <https://help.genesys.cloud/articles/configure-and-dep>

Best practices for segments (Resource Center) <https://help.genesys.cloud/articles/best-practices-for-segments/>

Create an action map (Resource Center) <https://help.genesys.cloud/articles/create-an-action-map/> Last checked

Define an action map's triggers (Resource Center) <https://help.genesys.cloud/articles/define-an-action-maps-tr>

Action maps overview (Resource Center) <https://help.genesys.cloud/articles/action-maps-overview-2/> Last checke

About action maps (Resource Center) <https://help.genesys.cloud/articles/about-action-maps/> Last checked 2026-1

Predictive Routing customer-defined outcomes (Resource Center) <https://help.genesys.cloud/announcements/genesy>

About Architect (Resource Center) <https://help.genesys.cloud/articles/about-architect/> Last checked 2026-10

Genesys Cloud Developer Center (Developer docs) <https://developer.genesys.cloud/> Last checked 2026-10

General developer docs. This is the Developer Center home, not a page written for this room alone.

Genesys Community (Community) <https://community.genesys.com/> Last checked 2026-10

Community home, not a thread about this room.

Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor Last checked 2

Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

' 2026 CypherMonkeyLabs ?

<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

<https://github.com/CypherMonkeyLabs/genesys-cloud-lab-free-university-mesmerizing>

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