

# **GENESYS**

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### Workspace Desktop Edition User's Guide

Handle an Altocloud Chat Interaction

5/12/2025

## Handle an Altocloud Chat Interaction

If you are set up to use the Genesys Altocloud plugin you will see the **Altocloud** tab on the right side of the Chat interaction window.

#### Important

Altocloud Journey might look different in your environment.

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The *Genesys Altocloud Agent's Guide* contains all the information that you, as an agent, need to understand and use the contents of the **Altocloud** tab.

**Purpose:** To view the details of a contact's visit to your company website before and after they initiated a web chat interaction. This usually happens when your contact clicks a web chat widget, requests a quote, or requests more information.

#### Get Started

- Get started
- A visitor's experience
- Engage About journey analytics in Genesys Engage (Workspace)

#### Using the Altocloud tab

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

For information about how to handle a chat interaction, go here.