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Genesys Engage cloud Release Note

Genesys Predictive Engagement

5/3/2025

Genesys Predictive Engagement

Genesys Predictive Engagement was previously called Altocloud.

 **Notes:** Not all changes listed below may pertain to your deployment.

- [April 8, 2020](#)
- [May 23, 2019](#)

April 8, 2020

What's New

Administrators

- Architect workflows: Administrators and contact center managers can now create workflows in Architect. This feature allows customers to streamline business processes by using Predictive Engagement to build in-house and third-party integrations. For more information, see [Work with workflows](#) and [About Architect](#).
- Architect flow action: Predictive Engagement administrators can now use a new Architect flow action to configure action maps that trigger Architect flows that integrate with in-house and third-party systems. For more information, see [About Architect flow actions](#).
- Predefined data actions and workflow create leads in Salesforce and assign campaign attributions: Predictive Engagement facilitates an integration with Salesforce by providing predefined Genesys Cloud data actions and an example Architect workflow. An admin can build an action map that uses the Architect flow action along with these data actions and workflow to create leads and assign campaign attributions in Salesforce when qualified users arrive on your website. For more information, see [Salesforce lead creation and campaign attribution](#).
- Also consult the following:
 - [Genesys Predictive Engagement](#)
 - [Predictive Engagement in Genesys Cloud Release Notes](#)

May 23, 2019

What's New

Initial release

- Genesys Predictive Engagement is now available in Genesys Engage cloud. Predictive Engagement is an AI-powered Journey Optimization solution for real-time engagements of visitors browsing websites, by triggering a WebChat widget to engage visitor at the right moment. Predictive Engagement provides AI-powered functionality for agents and administrators.
- Agent: For agent capabilities available with Predictive Engagement in Genesys Engage cloud, see [Agent Desktop \(9.0.000.34\)](#) and consult the following resources:
 - [Get started](#)
 - [A visitor's experience](#) and [Genesys Predictive Engagement Chat Interaction](#)
 - [About journey analytics in Genesys Engage](#) (Agent Desktop)
- Administrators: To enable Predictive Engagement in Genesys Engage cloud, see [Agent Setup \(9.0.000.49\)](#) and consult the following: [Genesys Predictive Engagement](#).