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Workspace Desktop Edition User's Guide

Handle an Altocloud Chat Interaction

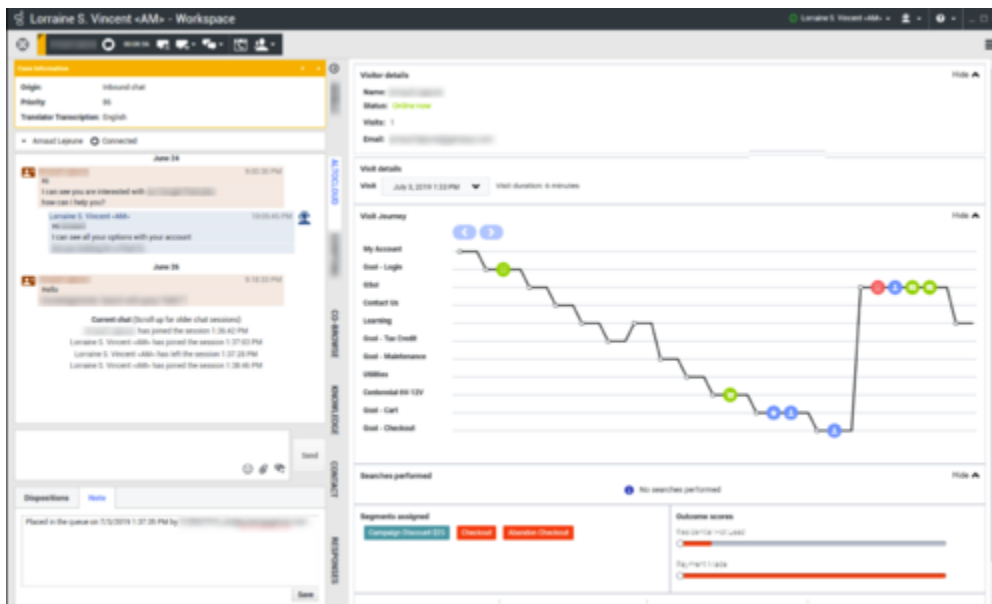
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Handle an Altocloud Chat Interaction

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.



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](#).