



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.

Workspace Desktop Edition User's Guide

Handle an Altocloud Chat Interaction

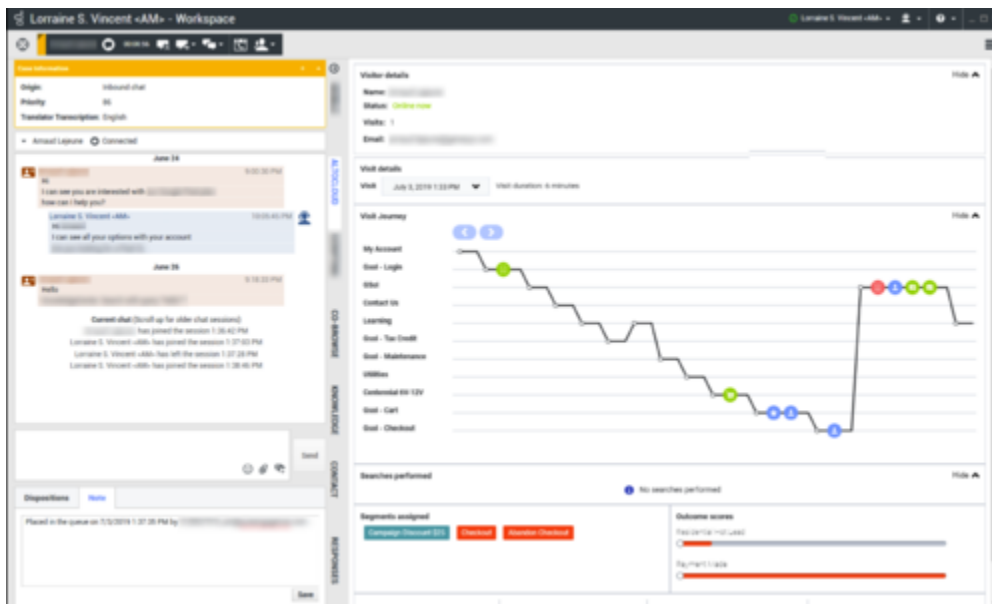
5/9/2025

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.



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](#).