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# Genesys Predictive Engagement Agent's Guide

A visitor's experience

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Learn about a visitor's experience with Genesys Predictive Engagement on your website.


## How chats appear

Visit ID: 37616  [Login](#) [Sign Up](#)

 **UNIVERSAL**  
INSURANCE

[Home](#) [Auto Insurance](#) [Home Insurance](#) [Business Insurance](#) [Life Insurance](#) [Claim Centre](#)

[Quote Details](#) [Confirm Details](#) [Additional Information](#) [Purchase Policy](#)


 **TERMS AND CONDITIONS**


In order to provide you with a quote we have to collect some personal data about you and any additional drivers, this data may include medical and conviction details. By ticking the box below you are providing us with your consent to process this information


☐ I agree to the Terms & Conditions

You must agree to the [Terms & Conditions](#)

Your quotation is based on certain assumptions, please click [here](#) to view these.

 **POLICY HOLDER**



 **POLICY DETAILS**

If you enter your license plate number in the field provided below we can search for your vehicle details automatically.

License Plate Number

[CALL US NOW](#)

Please check this if you don't know your license plate number ☐

Year of Manufacture:

Make:


Model:

Style:

Engine Size:

Annual Miles Travelled:

Licence Type:

 **INFORMATION**

Add another driver [Add driver](#)

Add a penalty point [Add points](#)

Add non Motor Conviction [Add NMC](#)

Add a Claim/Accident [Add claim](#)

Live Chat

Hi there, can we help with your quote ?

[No, thanks](#) [Yes](#)

Powered by GENESYS

A web chat provides single-session chat capabilities to your website visitors

through a chat window. The chat window can appear when a visitor takes a specific action that prompts a chat offer, such as requesting a quote, or clicks an option to start a chat interaction. If the visitor accepts the chat offer or starts a chat interaction, Genesys Predictive Engagement routes the interaction to an agent queue.

## How Messenger appears

The screenshot displays the Universal Insurance website with a chat window titled "Message Us" overlaid on the right side. The website header includes a session ID "13656", an email input field, and "Login" and "Sign Up" buttons. The main navigation bar lists "Home", "Auto Insurance", "Home Insurance", "Business Insurance", "Life Insurance", and "Claim Centre". A large banner for "HOME INSURANCE FIRST TIME BUYERS SPECIAL DEAL" features an image of hands holding a house model. Below the banner, four insurance categories are promoted: "AUTO INSURANCE" (with a car icon), "HOME INSURANCE" (with a house icon), "MOTORCYCLE INSURANCE" (with a motorcycle icon), and "LIFE INSURANCE" (with a family icon). Each category includes a brief description and "MORE" and "GET QUOTE" buttons. The chat window shows a greeting "Hi there" and "Thanks for reaching out!". The website footer contains links to "HOME", "SITEMAP", "CONTACT US", "CAREERS", "TERMS", "LIST", "CONFIG", "TIME MACHINE", and "IFRAME", along with copyright information for 2014-2016 Universal Insurance.

Session ID: 13656 enter your email Login Sign Up

U UNIVERSAL INSURANCE FOR A FREE QUOTE CALL US NOW

Home Auto Insurance Home Insurance Business Insurance Life Insurance Claim Centre

**HOME INSURANCE**  
FIRST TIME BUYERS  
SPECIAL DEAL

**AUTO INSURANCE**  
Car Insurance benefits include Better Car Replacement on comprehensive policies and FREE breakdown cover.  
MORE GET QUOTE

**HOME INSURANCE**  
We know that your home is more than just a physical structure. We offer coverage protecting your home - and what's inside.  
MORE GET QUOTE

**MOTORCYCLE INSURANCE**  
We offer competitive motorcycle coverage with great benefits, and discounts are available if you qualify for our Rider Assessment.  
MORE GET QUOTE

**LIFE INSURANCE**  
With the right life coverage you can be happy knowing that your loved ones will be taken care of no matter what the future holds.  
MORE GET QUOTE

Message Us X

This is the beginning of your conversation with us. Please send a message to get started.

Hello

Hi there 🌟  
Thanks for reaching out!

Send a message...

HOME | SITEMAP | CONTACT US | CAREERS | TERMS | LIST | CONFIG | TIME MACHINE | IFRAME

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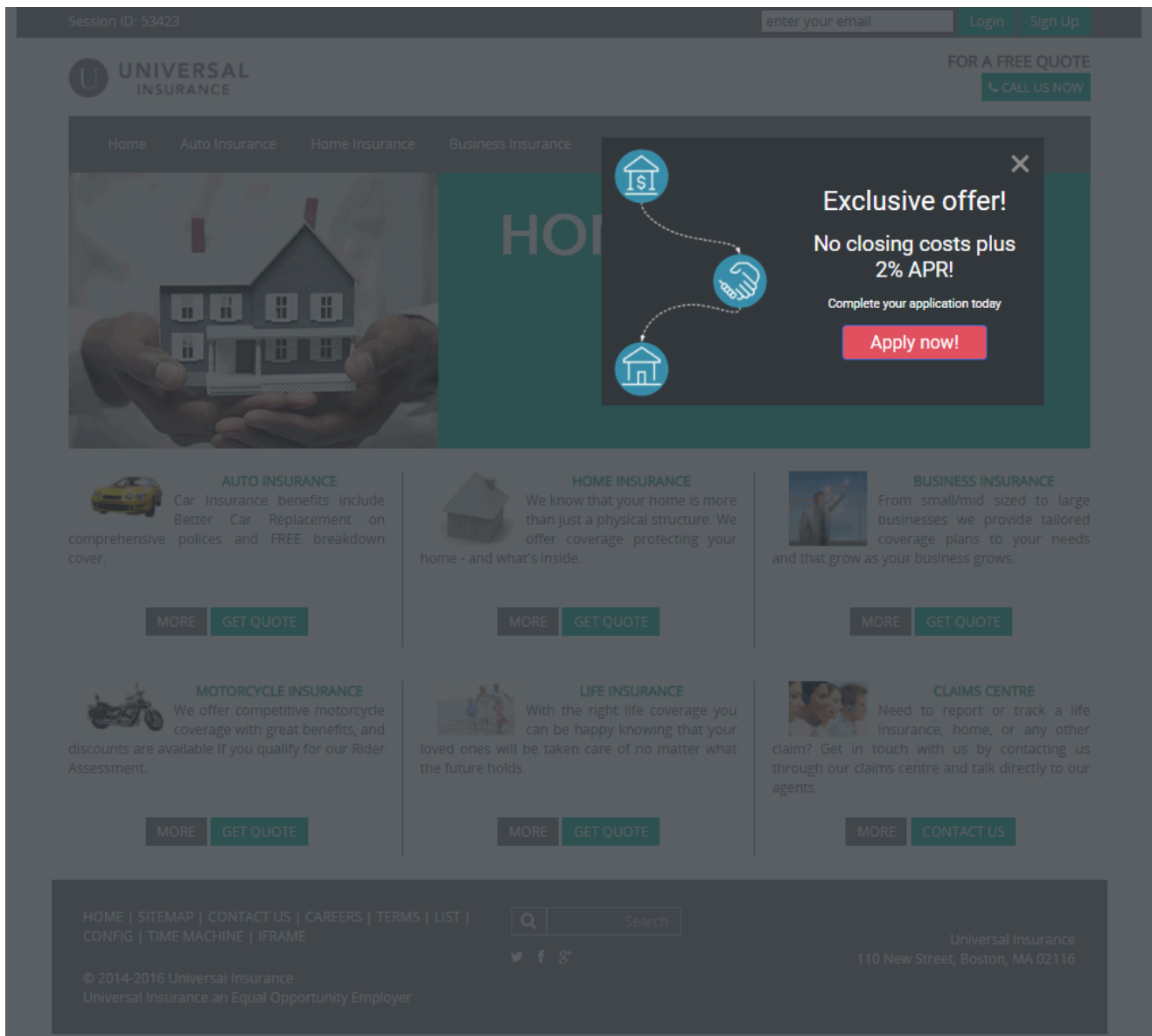
If you are a Genesys Cloud CX customer, your organization might be using the new web messaging

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feature instead of web chat.

Web messaging provides asynchronous conversation capabilities to your website visitors through a Messenger window. For example, visitors can message you, leave your website, and return later to pick up the conversation where they left off. The Messenger window can appear when a visitor takes a specific action that prompts a messaging offer, such as requesting a quote, or clicks an option to start a messaging interaction. If the visitor accepts the messaging offer or starts a messaging interaction, Genesys Predictive Engagement routes the interaction to an agent queue.

How content offers appear



A content offer engages visitors on your website and encourages them to take a pre-defined action. A content offer can appear when a visitor takes a specific action, such as reviewing mortgage rates. If the visitor clicks the content offer, Genesys Predictive Engagement takes whatever action an administrator configured for the offer. For example, display a mortgage application.