



# Genesys Predictive Engagement Agent's Guide

*A visitor's experience*

10/31/2020

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Genesys Predictive Engagement presents contextual information about a visitor's history with your website and company.

## How chats appear

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

**U 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	<a href="#">Add driver</a>
Add a penalty point	<a href="#">Add points</a>
Add non Motor Conviction	<a href="#">Add NMC</a>
Add a Claim/Accident	<a href="#">Add claim</a>

### Live Chat

Hi there, can we help with your quote ?

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

Powered by GENESYS

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Genesys Predictive Engagement displays a chat window automatically when a customer takes a specific action, such as requesting a quote or clicking a button to start a chat.

If the visitor accepts the chat, Genesys Predictive Engagement initiates a chat interaction and routes it to your queue.