



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.

Genesys Predictive Engagement Agent's Guide

A visitor's experience

Contents

- 1 How chats appear
- 2 How Messenger appears
- 3 How content offers appear

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

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	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 overlay. At the top, a dark grey bar contains the session ID '13656', an email input field, and 'Login' and 'Sign Up' buttons. The main navigation includes 'Home', 'Auto Insurance', 'Home Insurance', 'Business Insurance', 'Life Insurance', and 'Claim Centre'. A large green banner for 'HOME INSURANCE FIRST TIME BUYERS SPECIAL DEAL' is prominent. Below this, four insurance categories are listed: 'AUTO INSURANCE', 'HOME INSURANCE', 'MOTORCYCLE INSURANCE', and 'LIFE INSURANCE', each with a brief description and 'MORE' and 'GET QUOTE' buttons. The chat window, titled 'Message Us', is open on the right side, showing a welcome message and a 'Hello' button. The footer contains site navigation, a search bar, social media icons, and copyright information.

Feature coming soon: Web messaging

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

Session ID: 53423 [Login](#) [Sign Up](#)


U UNIVERSAL INSURANCE FOR A FREE QUOTE
[CALL US NOW](#)

[Home](#) [Auto Insurance](#) [Home Insurance](#) [Business Insurance](#)

✕


Exclusive offer!
No closing costs plus
2% APR!
Complete your application today

Apply now!




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](#)




BUSINESS INSURANCE
From small/mid sized to large businesses we provide tailored coverage plans to your needs and that grow as your business grows.

[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](#)



CLAIMS CENTRE
Need to report or track a life insurance, home, or any other claim? Get in touch with us through our claims centre and talk directly to our agents.

[MORE](#) [CONTACT US](#)

HOME | [SITEMAP](#) | [CONTACT US](#) | [CAREERS](#) | [TERMS](#) | [LIST](#) |

© 2014-2016 Universal Insurance
Universal Insurance an Equal Opportunity Employer

Universal Insurance
110 New Street, Boston, MA 02116

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.