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Deployment Guide

Configure Pacing Algorithm

Configure Pacing Algorithm



Purpose: Configuring the Pacing Algorithm to improve workload distribution.

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Configuring your Optimization Model



Purpose: To set up your Optimization Model.

Start

1. Start Genesys Administrator and navigate to PROVISIONING > Environment > Applications.
2. Open the application for the Web Engagement Backend Server.
3. Set up the `wmsg.connector.pacing.algorithm` option. The supported value is:
 - PROGRESSIVE—Recommended for small agent groups (1-30 agents).
4. Set the optimization options as follows:

Value for optimizationTarget	Value for optimizationGoal
ABANDONEMENT_RATE	from 3 to 5
BUSY_FACTOR	from 70 to 85

End

Now that the pacing algorithm is based on the agent groups, you must configure the groups.

Next Steps

 [Configuring Agent Groups](#)

Configuring Agent Groups



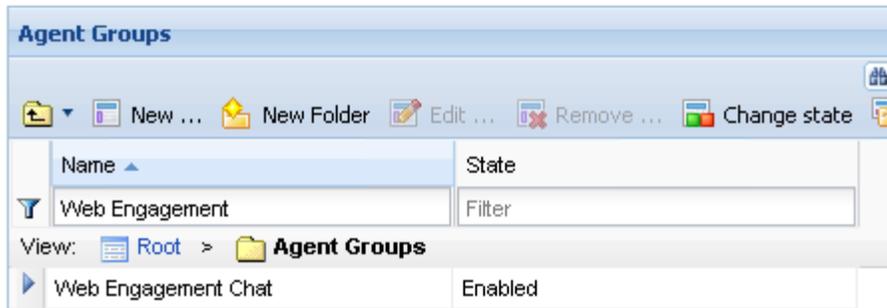
Purpose: To create agent groups required by the pacing algorithm. **Note:** Two agent groups are created by default when you install Genesys Web Engagement:

- Web Engagement Chat
- Web Engagement Voice

These default groups can be changed by setting new group names for the `wmsg.connector.pacing.chatGroup` and `wmsg.connector.pacing.voiceGroup` options of the pacing section of your Web Engagement Backend Application.

Start

1. Open Genesys Administrator and navigate to PROVISIONING > Accounts > Agent Groups. Make sure that the Web Engagement Chat and Web Engagement Voice groups are created.



Use the filter to display Web Engagement Agent groups.

2. Navigate to PROVISIONING > Accounts > Users .
3. Select an agent that should manage Web Engagement interactions and click on the Edit . . . button.
4. Select the Agent Group tab and click on the Add button. The Browse dialog opens. Select one of the Web Engagement group and click OK.
GWE-AgentAddedToWEChat.png|frame|center|Agent named Spencer now belongs to the Web Engagement Chat group.
5. Repeat step 4 as many time as needed. **Note:** An agent should belong to exactly one of these groups. If you add one agent to both groups, the pacing algorithm will produce incorrect results.

End

Next Steps

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