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Deployment Guide

Backend Server service: [pacing Section](#)

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Backend Server service:pacing Section

The configuration options in the `service:pacing` section are used for the pacing algorithm.

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pacing.connector.algorithm

Default Value: SUPER_PROGRESSIVE

Valid Values:

- SUPER_PROGRESSIVE — Recommended for small agent groups (1-30 agents); only proactive traffic is predicted.
- SUPER_PROGRESSIVE_DUAL — Recommended for small agent groups (1-30 agents); both proactive and reactive traffic are predicted.
- PREDICTIVE_B — Recommended for bigger agent groups (start from 30 agents); only proactive traffic is predicted
- PREDICTIVE_B_DUAL — Recommended for bigger agent groups (start from 30 agents); both proactive and reactive traffic are predicted.

Changes Take Effect: After start/restart

Description: Specifies which type of pacing algorithm should be used by GWE. The type of pacing algorithm determines whether to predict proactive traffic, reactive traffic, or both, for different sized agent groups. If you chose a dual algorithm (SUPER_PROGRESSIVE_DUAL or PREDICTIVE_B_DUAL), you must specify a value for the [pacing.connector.proactiveRatio](#) option.

Important

You can use either algorithm for any size agent group, but it might cause a loss in quality of the predictions if, for example, you use Super-Progressive for an agent group of 50 agents.

pacing.connector.optimizationGoal

Default Value: 3

Valid Values: A positive integer between 1 and 99.

Changes Take Effect: After start/restart

Description: Specifies the percentage goal for the optimization target; the value you set for `pacing.connector.optimizationGoal` depends on the value you set for [pacing.connector.optimizationTarget](#).

- If your optimization target is ABANDONMENT_RATE, Genesys recommends that you use small values, such as 3 to 5. For example, a value of 3 means that no more than 3% of interactions will be abandoned.
- If your optimization target is BUSY_FACTOR, Genesys recommends that you use big values, such as 70 to 85. For example, a value of 75 means that no less than 75% of the time, agents will be busy with an interaction-related activity.

`pacing.connector.optimizationTarget`

Default Value: `ABANDONEMENT_RATE`

Valid Values: `ABANDONEMENT_RATE`, `BUSY_FACTOR`

Changes Take Effect: After start/restart

Description: Specifies the optimization target for the pacing algorithm. The possible values are:

- `ABANDONEMENT_RATE` — Percentage of interactions that will be abandoned.
- `BUSY_FACTOR` — Percentage of time during which an agent plans to be busy with an interaction-related activity.

This option is associated with the `optimizationGoal` option, which defines the percentage to use for the current optimization target.

`pacing.connector.proactiveRatio`

Default Value: 0

Value Values: 0—100

Changes Take Effect: After start/restart

Description: Specifies the minimum percentage of agent resources that are reserved to handle proactive interactions. If the value is set to 0, no resources are specifically allocated to handle proactive interactions (note that proactive traffic is still allowed). If the value is set to 100, all resources are allocated to handle proactive interactions and no reactive interactions are allowed.

You should specify a value for this option if you set `pacing.connector.algorithm` to a dual algorithm (`SUPER_PROGRESSIVE_DUAL` or `PREDICTIVE_B_DUAL`).

`pacing.connector.chatGroup`

Default Value: `Web Engagement Chat`

Valid Values: One or more chat group names. You must separate multiple groups with a semi-colon (;). For example, `Chat Group 1;Chat Group 2`.

Changes Take Effect: After start/restart

Description: Defines the agent group that manages chat engagements.

Note: An agent can only belong to one of the chat groups. If an agent belongs to more than one chat group, the pacing algorithm will produce incorrect results unless you customize the Engagement Logic SCXML strategy. See [Accessing Pacing Information from the Engagement Logic Strategy](#) for details.

Important

Leading or trailing spaces are considered part of the group name. For example, My Group 1; My Group 2 and My Group 1;My Group 2 are different sets because the first set has a space after the semi-colon.

`pacing.connector.voiceGroup`

Default Value: Web Engagement Voice

Valid Values: One or more voice group names. You must separate multiple groups with a semi-colon (;). For example, Voice Group 1;Voice Group 2.

Changes Take Effect: After start/restart

Description: Defines the agent group managing voice engagements.

Note: An agent can only belong to one of the voice groups defined for the pacing algorithm. If an agent belongs to more than one voice group, the pacing algorithm will produce incorrect results unless you customize the Engagement Logic SCXML strategy. See [Accessing Pacing Information from the Engagement Logic Strategy](#) for details.

Important

Leading or trailing spaces are considered part of the group name. For example, My Group 1; My Group 2 and My Group 1;My Group 2 are different sets because the first set has a space after the semi-colon.

`pacing.connector.refreshPeriod`

Default Value: 1

Valid Values: 1 – 5

Changes Take Effect: After start/restart

Description: Defines the period, in seconds, to refresh the data retrieved from Stat Server. The pacing algorithm is executed as soon as the data is refreshed. This value option determines how fast the pacing algorithm makes predictions.