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Deployment Guide

Pacing Algorithm

Pacing Algorithm

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Genesys Web Engagement includes an intelligent pacing algorithm that predict when and how many new Web Engagement invites should be generated to reach an optimization goal that you can set. The pacing algorithm can predict agent availability for both proactive (outbound) and reactive (inbound) traffic and can help keep a balanced workflow in your contact center by avoiding the extremes of either overloading or underloading the system.

For a more in depth look at the pacing algorithm and the usage methodology behind it, click [HERE](#) to download the "Pacing Algorithm Usage Methodology" Word document. See download tips
You can also customize the way the pacing algorithm is used in the Engagement Logic Strategy. For details, see [Accessing Pacing Information from the Engagement Logic Strategy](#).

To enable the pacing algorithm, complete the procedures below.

Configuring your Optimization Model

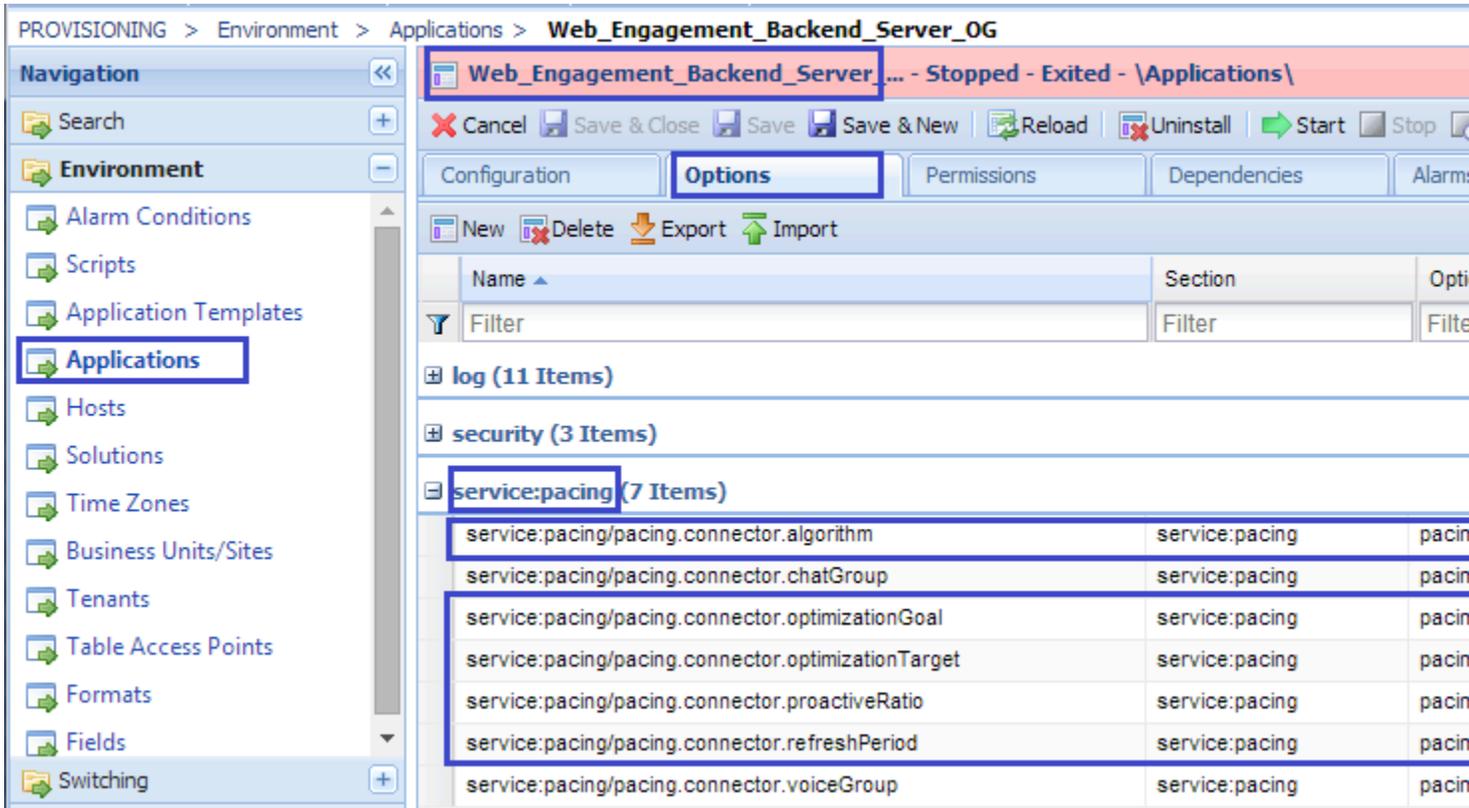
Complete this procedure to enable the pacing algorithm to predict traffic for your Web Engagement solution.

Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. Edit the Web Engagement Backend Server application and click the **Options** tab.
3. In the `[service:pacing]` section, set the `pacing.connector.algorithm` option. The supported values are:
 - `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.
4. Set the `pacing.connector.optimizationTarget` option. The supported values are:
 - `ABANDONMENT_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.
5. Set the `pacing.connector.optimizationGoal` option. The value you set for this option depends on the value you set for **`pacing.connector.optimizationTarget`**:
 - If your optimization target is `ABANDONMENT_RATE`, Genesys recommends that you use small values. For example, from 3 to 5.
 - If your optimization target is `BUSY_FACTOR`, Genesys recommends that you use big values. For example, from 70 to 85.
6. If you chose a dual algorithm in Step 3 (`SUPER_PROGRESSIVE_DUAL` or `PREDICTIVE_B_DUAL`), specify a value for the `pacing.connector.proactiveRatio` option.

This option basically controls the minimal percentage of agents that will be reserved for processing proactive engagement interactions.

7. Set the `pacing.connector.refreshPeriod` option. This option controls how frequently the pacing algorithm provides predictions. Genesys recommends that you use values from 1 to 5.



Pacing algorithm settings

End

Next Steps

- [Configuring the Agent Groups](#)

Configuring the Agent Groups

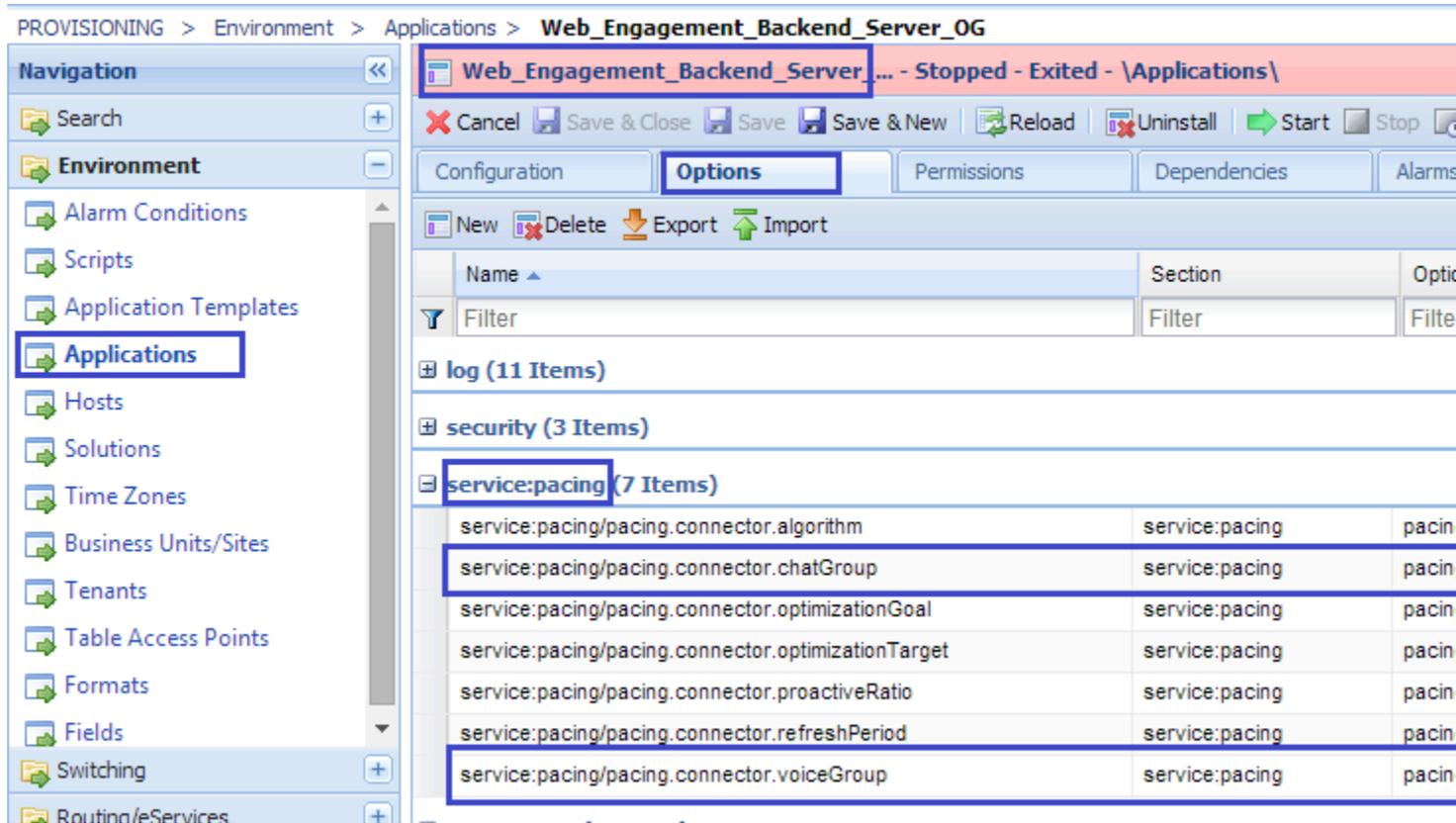
In the previous procedure, you set the `pacing.connector.algorithm` option according to the size of your agent group and the type of traffic the algorithm should handle. In this procedure, you configure your agent groups for the pacing algorithm to use.

When you install Genesys Web Engagement, the **Provisioning Tool** automatically creates two agent groups:

- Web Engagement Chat

- Web Engagement Voice

In the steps below, you'll confirm that the agent groups were created and then add agents to them.



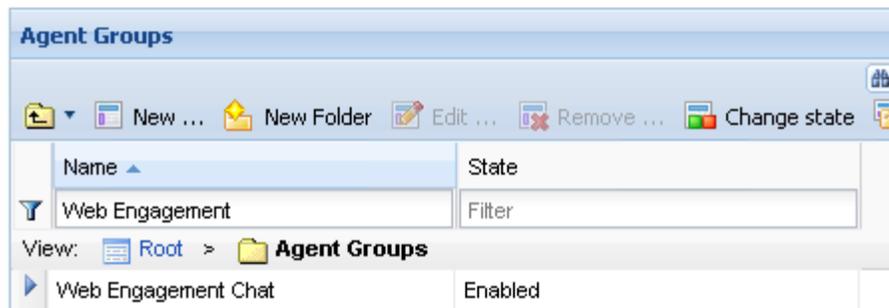
Configure new agent groups

Important

You can use your own groups instead by changing the values of the `pacing.connector.chatGroup` and `pacing.connector.voiceGroup` options to the names of other groups you configured.

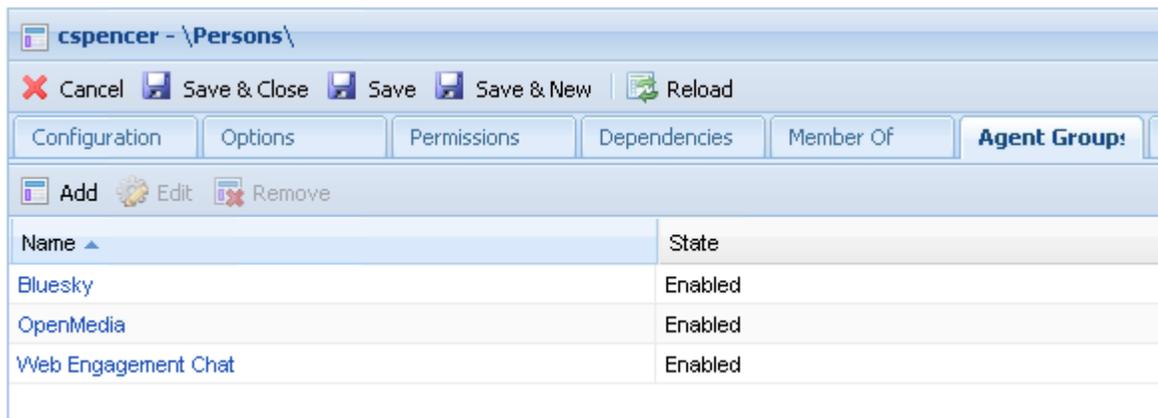
Start

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. You can use the filter to display the groups.



The default agent groups

2. Navigate to **Provisioning > Accounts > Users**.
3. Select an agent that should manage Web Engagement interactions and click **Edit...**
4. Select the Agent Group tab and click **Add**. The Browse dialog opens.
5. Select one of the groups and click **OK**.



The agent named Spencer now belongs to the Web Engagement Chat group.

6. Repeat Steps 3-5 for each agent you want to add to the chat or voice agent groups.

End

Next Steps

- Return to the [Genesys Web Engagement Features](#) page.