

# **GENESYS**

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# Deployment Guide

Pacing Algorithm

# Pacing Algorithm

### Contents

- 1 Pacing Algorithm
  - 1.1 Configuring your Optimization Model
  - 1.2 Configuring the Agent Groups

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 interactionrelated 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.
- 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.

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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.

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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.

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- 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**.

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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.