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Deployment Guide

Configuring Specific Features

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Genesys Web Engagement includes additional features that you can configure to enable the following functionality:

- **Pacing Algorithm**—Configure this algorithm to help keep a balanced workflow in your contact center by aligning the generated Web Engagement invites with the agents you have available for both proactive and reactive traffic.
- **Chat Channel**—Manually configure the Web Engagement Server and Chat Server to support a chat channel or specify chat as the default channel of engagement.

Important

The Genesys Web Engagement chat channel is now legacy.

- **GeoIP Information**—You can configure Web Engagement Server to collect information about a visitor's IP address, as well as converting this information into the visitor's geolocation coordinates.