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Genesys Web Engagement

pacing Section

5/6/2025

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algorithm

Default Value: SUPER_PROGRESSIVE

Valid Values: SUPER_PROGRESSIVE, SUPER_PROGRESSIVE_DUAL, PREDICTIVE_B, PREDICTIVE_B_DUAL

Changes Take Effect: After server restart

This option is mandatory.

Specifies which type of pacing algorithm should be used by the system.

chatGroups

Default Value:

Valid Values: Comma-separated list of group names. Each item should be the valid name of an Agent Group in the Genesys Configuration Layer. For example: Chat_Group_1, Chat_Group_2.

Changes Take Effect: After start/restart

This option is mandatory.

Specifies a list of groups used by the pacing algorithm for predictions on the chat channel.

interactionMinProcessingTime

Default Value: 20

Valid Values: An integer from 5 to 60

Changes Take Effect: After server restart

Specifies the minimum number of seconds during which an interaction should be alive in order to participate in the calculation of inbound reactive traffic.

This option allows the Web Engagement server to prevent the corruption of results provided by dual

pacing algorithms in the presence of low-volume malicious traffic (where visitors continually start chat interactions and then immediately close them without delivering them to an agent).

optimizationGoal

Default Value: 3

Valid Values: An integer from 0 to 100

Changes Take Effect: After server restart

Specifies the percentage goal for the optimization target; the value you set for this option depends on the value you set for the **optimizationTarget** option. **For example:** No more than 3% of Abandoned interactions, or no less than a 75% Busy factor for the agents.

optimizationTarget

Default Value:

Valid Values: ABANDONMENT_RATE or BUSY_FACTOR

Changes Take Effect: After server restart

This option is mandatory.

Specifies the optimization target for the pacing algorithm.

proactiveRatio

Default Value: 100

Valid Values: An integer from 0 to 100

Changes Take Effect: After server restart

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

refreshPeriod

Default Value: 2

Valid Values: An integer from 1 to 5

Changes Take Effect: After server restart

Specifies, in seconds, the frequency of predictions produced by the pacing algorithm.

voiceGroups

Default Value:

Valid Values: Comma-separated list of group names. Each item must be the valid name of an Agent Group in the Genesys Configuration Layer.

Changes Take Effect: After server restart

Specifies a comma-separated list of groups used by the pacing algorithm for predictions on the **webcallback** channel.

Note: By default, Web Engagement 8.5 (as opposed to GWE 8.1.2) does not provision the value of the **voiceGroups** option. You must fill in this value manually if you want to use the **webcallback** channel.

For example: Webcallback Group 1,Webcallback Group 2.