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# Genesys Predictive Engagement Administrator's Guide

Override global frequency capping settings

5/18/2022

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Learn how to override the global settings for frequency capping.

### Related documentation:

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### Prerequisites

- Configure the following permissions in Genesys Cloud CX:
  - **Journey > Action Map > Add, Delete, Edit, and View** (to create action maps)
  - **Journey > Action Target > View** (to select a team to handle interactions from the action map)
- Create segments.
- Create outcomes.

## Frequency capping override

### Schedules

#### Ignore Action Settings for this engagement

Override organization-level frequency cap and always offer web engagements from this action map. See [Action Settings](#) for more details.

No

If a customer qualifies for multiple action maps during a single session, Genesys Predictive Engagement could offer each web engagement separately. The offers can present even though the customer rejected, accepted, or completed an offer previously during the same session.

Frequency capping stops web engagement offers when specific conditions are met **during the same session**. If your organization configured frequency capping at the global level, you can override those settings for this particular action map. When you override the settings, Genesys Predictive Engagement always offers the web engagement that this action map qualifies. All other action maps where the global setting isn't overridden are not affected.