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Agent Pacing Service Deployment Guide

About the Agent Pacing Service Deployment Guide

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Learn the purpose of the Agent Pacing Service and the available documentation.

Agent Pacing Service combines statistical data from the contact center with statistics collected by Genesys Predictive Engagement to predict the availability of agent resources. It forwards the results to Genesys Predictive Engagement, so that Genesys Predictive Engagement can make an informed decision about whether to send a predictive engagement request to a specific visitor.

How Pacing works

Genesys Multicloud CX Prerequisites

Provisioning

Configuration

Install the Pacing Service