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Agent Pacing Service Deployment Guide

[Configuration](#)

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Configure your pacing targets and how the Agent Pacing Service works.

About Configuration

You must configure your pacing targets and your pacing service to make Agent Pacing Service work with your contact center.

Important

Pacing Service is a single-tenant application—it only has access to the tenant, objects, and transaction list of the tenant it is configured for. In a multi-tenant environment, you can configure a Pacing Service for each individual tenant.

Pacing targets

Each pacing target consists of:

- A media-specific virtual queue
- A set of one or more agent groups that are associated with this queue

Virtual queue

Although contact centers typically contain many virtual queues, only some of them are appropriate for monitoring by the pacing service. The pacing service only monitors virtual queues that contain:

- A **pacing** section in the options
- A **media** option in the **pacing** section. The value of this option must be the name of a single media type. You cannot specify a list of media types.

The **pacing** section can include the following additional options:

- **optimizationGoal**—Specifies the highest allowable percentage of proactively triggered interactions that can be closed by visitors prior to an agent joining the session.

- The value must be a float between **0** and **100**
- The default value is **3** The pacing service considers all suitable virtual queues, regardless of which Switch objects they are associated with.

Here is a sample virtual queue configuration that is accessible in Genesys Administrator Extension:

The screenshot shows the 'Proactive Chat Properties' configuration in the Genesys Administrator Extension. The 'Options' table contains the following data:

Name	Section	Key	Value
pacing \ optimizationGoal	pacing	optimizationGoal	3
pacing \ media	pacing	media	chat

Important

When configuring the virtual queue, you must set the value of **Alias** equal to the value of **Number**

The screenshot shows the 'Proactive Chat Properties' page in the GAX Configuration interface. The 'Number' field (containing 'Proactive Chat') and the 'Alias' field (also containing 'Proactive Chat') are circled with red ovals to highlight them. The page includes sections for General, Default DNs, Options, Permissions, and Dependencies. Fields include 'Type' (Virtual Queue), 'Switch' (MultiMediaSwitch), 'Association', 'Register' (True), 'Route Type' (Default), and a 'DN Group' section. A 'Use Override' checkbox is checked.

Agent groups

Agent Pacing Service only considers agent groups for processing as part of a pacing target if they include the relevant virtual queue in their list of Origination DNs. The media type specified in the virtual queue is used to limit the *Ready* agents in an agent group to those who can process that media type.

Agent groups can specify more than one virtual queue, and each virtual queue can specify a different media type. For example, **Proactive Chat** could specify **chat** and **Proactive Voice** could specify **voice**. This capability is important for agents in the agent group who have *blended* capabilities—that is, those who can work with several media types simultaneously—as they can be considered for pacing targets that use each of their available media types.

Configure a regular agent group

The following image shows an agent group called **Proactive Voice**. This agent group is associated with a voice-based virtual queue called **Proactive Voice**. The agent group and virtual queue form a pacing target called **Proactive Voice - voice**.

Home > Agent Groups > Agent Groups > Proactive Voice Properties

	Number	Type	Switch	Alias
<input type="checkbox"/>	Proactive Voice	Virtual Queue	MultiMediaSwitch	

The next two images show two agent groups that are associated with the **Proactive Chat** virtual queue. The first one is **Proactive Chat** and the second is **Proactive Chat Sales**. These agent groups and the virtual queue form the **Proactive Chat - chat** pacing target.

Home > Agent Groups > Agent Groups > Proactive Chat Pro...

Delete Agent Group Clone

	Number	Type	Switch	Alias
<input type="checkbox"/>	Proactive Chat	Virtual Queue	MultiMediaS...	Proactive Chat

Home > Agent Groups > Agent Groups > Proactive Chat Sales Properties

General	Name *
Supervisors	Proactive Chat Sales
Agents	Capacity Table
Origination DNs	Quota Table
Options	Cost Contract
Permissions	Site
Dependencies	Script

Tenant

Configure a blended agent group

The next image shows a *blended* Agent Group—that is, an agent group that can handle more than one media type. The **Proactive Blended** agent group supports two virtual queues:

- **Proactive Chat**, which is part of the **Proactive Chat - chat** pacing target
- **Proactive Voice**, which is part of the **Proactive Voice - voice** pacing target

Home > Agent Groups > Agent Groups > Proactive Blended Properties

General	Origination DNs
Supervisors	
Agents	
Origination DNs	
Options	
Permissions	
Dependencies	

Origination DNs

	Number	Type	Switch	Alias
<input type="checkbox"/>	Proactive Chat	Virtual Queue	MultiMediaS...	Proactive Chat
<input type="checkbox"/>	Proactive Voice	Virtual Queue	MultiMediaS...	

Pacing service

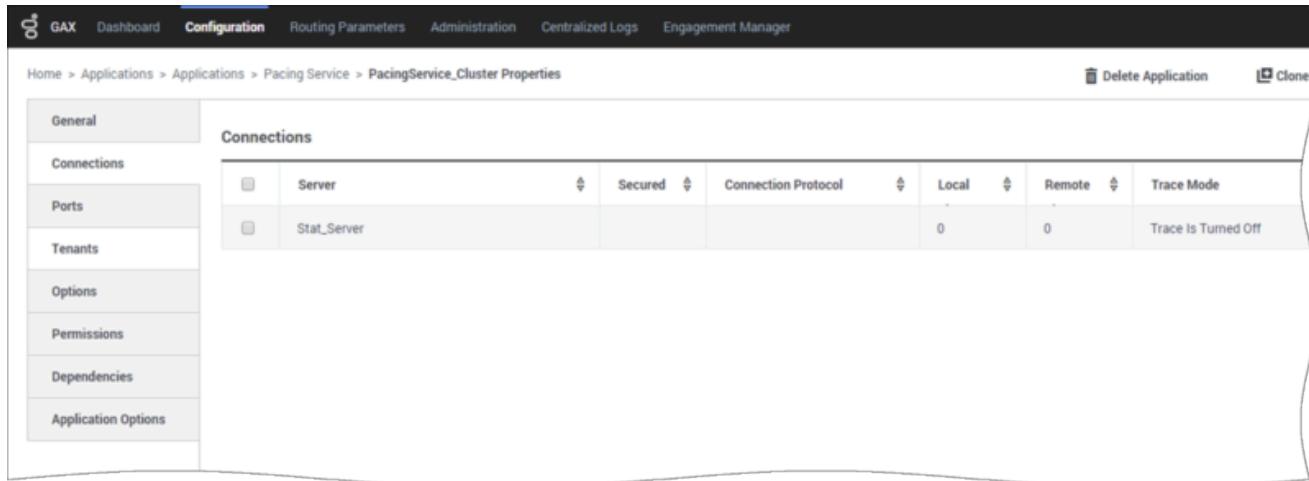
To install Agent Pacing Service, you need:

- A dedicated Genesys application with a type of **Application Cluster**
- A set of applications with a type of **Genesys Generic Server**, with one application for each instance of Pacing Service Server.

The Application Cluster application must include:

- Descriptions of all of the options (which are inherited by the nodes)
- Connections to the **Stat Server** and (optionally) **Message Server** applications.

The node-related applications must specify the hosts and ports for their server instances and for their connections to the cluster application. The following screenshot shows some of the setup for configuring a cluster and two nodes.



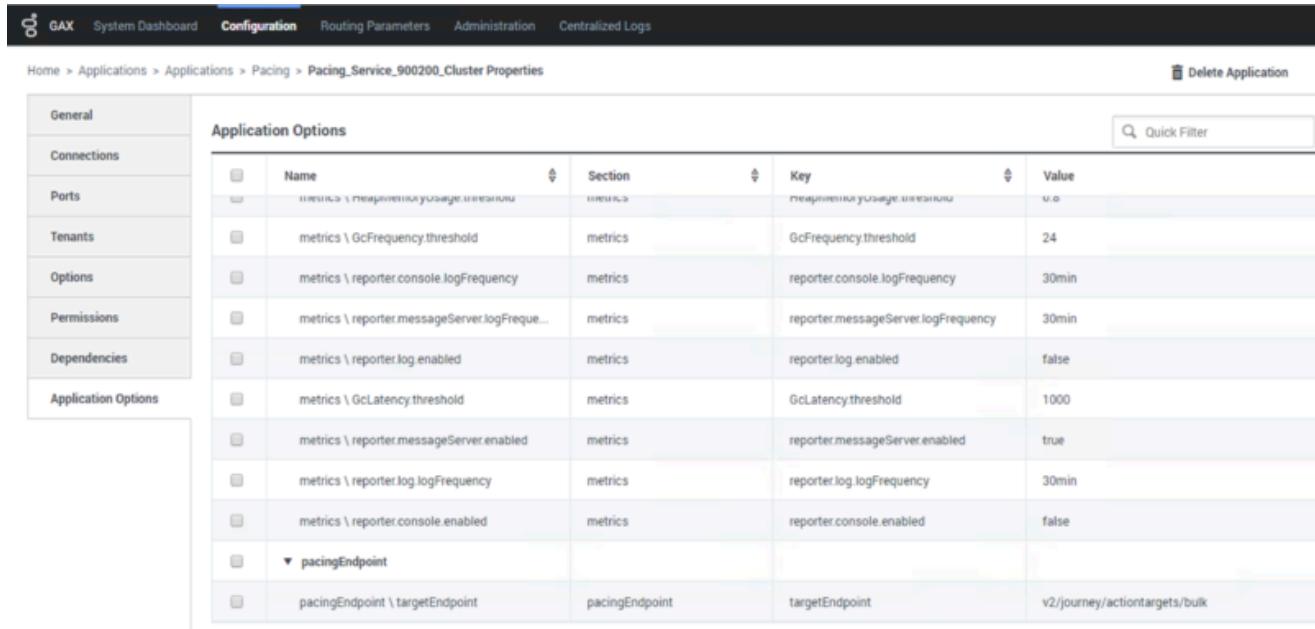
The screenshot shows the GAX Configuration interface. The top navigation bar includes 'GAX', 'Dashboard', 'Configuration' (which is selected and highlighted in blue), 'Routing Parameters', 'Administration', 'Centralized Logs', and 'Engagement Manager'. Below the navigation is a breadcrumb trail: 'Home > Applications > Applications > Pacing Service > PacingService_Cluster Properties'. On the right side of the header are 'Delete Application' and 'Clone' buttons. The main content area has a left sidebar with tabs: 'General' (selected), 'Connections', 'Ports', 'Tenants', 'Options', 'Permissions', 'Dependencies', and 'Application Options'. The 'Connections' tab is active and displays a table titled 'Connections'. The table has columns: 'Server', 'Secured', 'Connection Protocol', 'Local', 'Remote', and 'Trace Mode'. One row is present, showing 'Stat_Server' in the 'Server' column and 'Trace Is Turned Off' in the 'Trace Mode' column. The 'Secured', 'Connection Protocol', and 'Local' columns have dropdown arrows.

ID	Port	Connection	HA Sync	Listening Mode
default	9081	http	None	Secured

Server	Secured	Connection Protocol	Local	Remote	Trace Mode
PacingService_Cluster	✓	None	0	0	Trace Is Turned Off

The cluster application specifies the following options:

- log Section—Behavior of the logging subsystem
- metrics Section—Metrics produced by the nodes
- pacing Section—Pacing-related configuration, including the optimization goal
- pacingEndpoint Section—Genesys Predictive Engagement endpoint configuration that specifies the URI path where Genesys Predictive Engagement listens to pacing REST requests. This path will be combined with the base URL specified in the transaction object hybrid_integration
- forward-proxy Section—Connection options for a forward proxy



The screenshot shows the GAX System Dashboard Configuration page. The navigation bar includes links for GAX, System Dashboard, Configuration, Routing Parameters, Administration, and Centralized Logs. The current page is Configuration, specifically the Application Options for the Pacing_Service_900200_Cluster Properties.

The main content area displays a table of application options. The table has columns for Name, Section, Key, and Value. A "Quick Filter" search bar is located at the top right of the table.

Table Data:

Application Options					Quick Filter
	Name	Section	Key	Value	
...	metrics \ measurementUsage.ureasonu	metrics	measurementUsage.ureasonu	v.e	
...	metrics \ GcFrequency.threshold	metrics	GcFrequency.threshold	24	
...	metrics \ reporter.console.logFrequency	metrics	reporter.console.logFrequency	30min	
...	metrics \ reporter.messageServer.logFreque...	metrics	reporter.messageServer.logFrequency	30min	
...	metrics \ reporter.log.enabled	metrics	reporter.log.enabled	false	
...	metrics \ GcLatency.threshold	metrics	GcLatency.threshold	1000	
...	metrics \ reporter.messageServer.enabled	metrics	reporter.messageServer.enabled	true	
...	metrics \ reporter.log.logFrequency	metrics	reporter.log.logFrequency	30min	
...	metrics \ reporter.console.enabled	metrics	reporter.console.enabled	false	
▼	pacingEndpoint	pacingEndpoint	targetEndpoint	v2/journey/actiontargets/bulk	
...	pacingEndpoint \ targetEndpoint	pacingEndpoint	targetEndpoint	v2/journey/actiontargets/bulk	