



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Agent Pacing Service Deployment Guide

2/20/2024

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