



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.

Genesys Predictive Engagement Release Notes

November 9, 2018

Contents

- [1 Agent Pacing Service version 9.0.001.01](#)
- [2 Schema modifications](#)
- [3 More Release Information](#)

Release Notes for the **November 9, 2018** release of the Agent Pacing Service.

Agent Pacing Service version 9.0.001.01

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 an engagement request to a specific visitor.

For more information, see Agent Pacing Service Deployment Guide.

Schema modifications

This release includes the following corrections and modifications for the Agent Pacing Service:

- Updates were made to the API schema v2.0.

More Release Information

[Other Genesys Resources](#)

[Legal Notices](#)