GENESYS™

Genesys Predictive Engagement Release Notes

November 9, 2018

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Contents

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