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Intelligent Workload Distribution Administrator's Guide

[View, edit, and create Prioritization schemas](#)

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Set up and work with the Prioritization schemas that control the initial prioritization and subsequent reprioritization of work items, emails and leads ("work items").

Related documentation:

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Important

Changes to prioritization schemas can have significant impacts on contact center operation.

A Prioritization schema defines an initial priority for new work items in a Category, plus the timestamp (work item age) at which subsequent reprioritizations take place and what the new priority value at each reprioritization will be. It also defines the Service Level Agreement (SLA) for the Category, and how work items are prioritized post-SLA. A schema can be used by multiple Categories.

Important

Genesys recommends that you start with simple linear prioritization for their environments. As you become more accustomed to how prioritization works in your environment, you can evolve to a more complex prioritization graph. To increase the probability of work items being assigned to an employee, Genesys also recommends that you reduce the interval as the SLA approaches, because the priority is used to reflect the business value of the work. You can refine the graph by dragging and dropping the curve to represent the business value of the work item over the expected lifecycle. So if there are tiered penalties for work items that breach their due date and time, you can arrange the graph after SLA to reflect these tiers.

View and edit Prioritization schema

[Link to video](#)

On the **Configuration** tab, select the **Prioritization** tool from the left toolbar. This displays Prioritization schema details. You can edit them if you have the appropriate privileges.

You can edit the schema by:

- Changing the values in any of the fields in the top part of the panel.
- Changing the priority values directly in the hideable table on the right of the panel.
- Dragging the individual data points up or down on the **Priority over time** graph.

Use the **Cancel** button to abandon all changes entered on the page.

Use the **Reset** button to reset changes made in the graph and priority tables.

Field names

The screenshot shows the 'PRIORITIZATION' configuration page in Workload Manager. The configuration includes:

- Name:** autocomplete_priority
- Urgency:** Minutes
- SLA:** Service Level Agreement set to 2 Minutes, With priority management over set to 3 Minutes, Autocomplete items checked.
- Autocomplete:** Autocomplete message set to 'test-1 / StandardResponse', Autocomplete From Name and Address fields are empty.
- Priority:** Minimum set to 1, At SLA set to 50000, Maximum set to 50000. Sliders for 'Speed of increase as SLA approaches' and 'Reduce interval as SLA approaches' are visible.
- Steps:** Before SLA set to 10, After SLA set to 15.

The 'Priority Over Time' graph shows a curve that starts at (0, 1) and rises to a plateau of 50000 at approximately 2.0 minutes. The 'BOOSTER TABLE' on the right lists the following data points:

Age, Minutes	Priority
0.00	1
0.42	1183
0.77	3259
1.05	6439
1.27	10789
1.47	16218
1.62	22495
1.75	29316
1.85	36358
1.93	43330
2.00	50000
2.07	50000
2.13	50000
2.20	50000
2.27	50000
2.33	50000
2.40	50000
2.47	50000
2.53	50000
2.60	50000
2.67	50000
2.73	50000
2.80	50000
2.87	50000
2.93	50000
3.00	50000

Important

Changes that you make in the static fields and in the table are reflected dynamically in the **Priority over time** graph.

- **Name**—The schema name.
- **Urgency**—The units in which the intervals for calculation are denominated: Days, Hours or Minutes.
- **SLA**—The interval (Days, Hours or Minutes) by the end of which work items must be completed.
- **With priority management over**—The duration of managing and monitoring an email or a work item. This period includes the time to reach the SLA. For example, if an email is set to reach SLA by 2 minutes and it is to be managed for an additional minute post SLA, you must set the **With priority management over** value to 3 minutes.

- **Autocomplete items**—Enable this option to automatically complete a work item or email at the end of the period specified in the **With priority management over** setting. The work item or email is cancelled in the Universal Queue after this period.
- **Autocomplete message**—If the **Autocomplete items** option is enabled, you can configure a Standard Response that must be sent to the customer upon an email auto-completion. You can also set the *From Name* and *From Address* from which the message must be sent. This message is not applicable for work items.
- **Priority**—Minimum, SLA and Maximum priorities for the work items.
- **Speed of increase as SLA approaches**—Use the slider bar to accelerate or decelerate the change in priority when work items under this schema are reprioritized before their SLA. As you move the slider bar, the curvature of the **Priority over time** graph changes dynamically to reflect the changes. A straighter line indicates a more single-speed regime. A more curved line indicates acceleration as the SLA approaches.
- **Steps**—The number of times the work items under this schema are reprioritized, both before and after their SLA.
- **Reduce interval as SLA approaches**—Use the slider bar to alter the interval between reprioritization steps as the SLA approaches.

Add a new Prioritization schema

The screenshot shows the 'Configuration' tab in the Workload Manager. On the left, a sidebar lists several prioritization schemas: 'test prioritization', 'test prio 2', 'test prio 3', 'priority_test1', 'FunctionalTestPriority', 'tnt', 'New prioritization', and 'Add prioritization...'. The main area is titled 'PRIORITIZATION' and contains the following configuration options:

- Name:** A text input field.
- Urgency:** A dropdown menu set to 'Days'.
- SLA:** Two input fields: 'Service Level Agreement' (50 Days) and 'With priority management over' (80 Days).
- Priority:** Three input fields: 'Minimum' (1), 'At SLA' (50000), and 'Maximum' (50000).
- Steps:** Two input fields: 'Before SLA' (10) and 'After SLA' (0).
- Autocomplete items:** A toggle switch.
- Speed of increase as SLA approaches:** A slider bar.
- Reduce interval as SLA approaches:** A slider bar.

At the bottom, there is a 'Priority Over Time' graph with 'Days' on the x-axis (0 to 50) and priority on the y-axis (1 to 50000). The graph shows a green shaded area under a curve that starts at (0, 1) and rises exponentially towards (50, 50000). Below the graph are 'Create booster table' and 'View in table' links, and 'Cancel' and 'Save' buttons.

To create a new Prioritization schema, on the **Configuration** tab, select the **Prioritization** tool from the left toolbar and click **Add prioritization...**

Use the field definitions above to set up your new schema. Some fields have default values, listed

here:

- **Urgency**—Days
- **SLA**—50
- **With priority management over**—80
- **Autocomplete items**—disabled
- **Priority**
 - **Minimum**—1
 - **At SLA**—50000
 - **Maximum**—50000
- **Steps**
 - **Before SLA**—10
 - **After SLA**—0

Booster Table

» **BOOSTER TABLE**

Reply Interval (min)	Initial priority	
60	1000	
120	500	
180	250	
240	0	

Age

Priority

Cancel Save

The priority booster table allows you to boost the initial priority of a customer’s reply email to an agent when the customer replies to the agent quickly. Initial priority is added to the priority value calculated from the prioritization schema.

For example, you can set a high initial priority of the reply email when a customer replies to an

agent's email within 20 minutes. You can set different boost priorities for different reply intervals.

To add boost priority for a reply interval,

1. Open the collapsible **Booster Table** on the right-side of the prioritization schema.
2. Click **Add reply interval**.
3. Set a priority value for an email age and Click **Save**.