



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.

# Deployment Guide

## Configuring Specific Features

12/14/2025

# Configuring Specific Features

Genesys Web Engagement includes additional features that you can configure to enable the following functionality:

- **Pacing Algorithm**—Configure this algorithm to help keep a balanced workflow in your contact center by aligning the generated Web Engagement invites with the agents you have available for both proactive and reactive traffic.
- **Chat Channel**—Manually configure the Web Engagement Server and Chat Server to support a chat channel or specify chat as the default channel of engagement.

## Important

The Genesys Web Engagement chat channel is now legacy.

- **GeoIP Information**—You can configure Web Engagement Server to collect information about a visitor's IP address, as well as converting this information into the visitor's geolocation coordinates.