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Genesys Predictive Engagement Configuration Options Reference

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Welcome to the Options Reference for Genesys Predictive Engagement. This document provides full information about all the configuration options that are set on the Genesys Predictive Engagement application object and in Genesys Predictive Engagement-related configuration sections on other objects, such as DNSs.

- [Pacing Server Cluster Configuration Options](#)
- [Predictive Engagement Plugin for WDE Configuration Options](#)