



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.

How Predictive Routing works



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.

Designer User's Guide

Digital Resources

-
-

Learn how Predictive Routing scores agents to find the best match between agent and interaction for the KPI you want to optimize.

Related documentation:

-

Contents

- [1 What Predictive Routing does](#)
- [2 How Predictive Routing works](#)

What Predictive Routing does

Your environment provides a rich source of historical data about your agents, customers, interactions, and interaction outcomes. Predictive Routing (GPR) ingests this data in a systematic way, then uses it to score your agents for each interaction. Agent scores indicate how well each agent should be able to resolve the customer's need in a way that optimizes whichever metric you are trying to improve. The machine learning component ensures that GPR continuously improves scoring accuracy based on outcome data from previous interaction-agent matchups. For a high-level view, take a look at the following overview video:

[Link to video](#)

There's more detailed information about how to deploy and use Predictive Routing here:

- [Predictive Routing Deployment & Operations Guide](#)
- [Predictive Routing help topics](#)

How Predictive Routing works

Predictive Routing (GPR) consists of three components:

- The GPR Core Platform - a set of services deployed in the Genesys Multicloud environment
- Data Loader - deployed in a Docker container
- The URS Strategy Subroutines - integrated into your routing solution

Data Loader uploads your data to the Core Platform. The Core Platform enables you to view your GPR account and access reports showing feature coverage, KPI outcomes, and model accuracy. It also scores agents and provides the GPR API. The URS Strategy Subroutines submit interaction details to the Core Platform, which scores agents based on their historical ability to handle such an interaction, and then route the interaction based on the scoring response.

Contents

- [1 Creating Message Collections and Message Resources](#)
- [2 History view](#)



- Administrator

Set up and manage digital resources for your applications, such as standard responses.

Related documentation:

-

Digital Resources are predefined standard responses and user-defined messages that you can use in digital applications and shared modules. A **Message Collection** is a collected set of individual message resources that can be accessed by a digital application.

From this page, you can centrally manage these message resources for all of your applications. If you make any changes to a message resource, the change takes effect immediately across all applications that are consuming that resource.

(See the Applications or Shared Modules page for more information on how to assign a message collection to an application or shared module.)

Creating Message Collections and Message Resources

To create a new message collection, click **Add Message Collection** and enter a name. When you are done, click **Create and Open** to open the new message collection and add message resources.

Next, click **Add Message Resource** and enter a name for the message resource. Make sure to use a unique name as you won't be able to add it if it has the same name as an existing system resource. Click **OK** to save the new message resource.

Selecting a message resource enables you to view and make changes to the resource properties:

The screenshot shows the 'Digital Resources' interface. On the left, there is a table titled 'Message Collections >> My Message Collection' with columns for Name, Description, and Tags. A single entry 'Welcome' is listed. Above the table is a '+ Add Message Resource' button and a search bar. On the right, the 'Message Resource detail' panel is visible, showing fields for Name (Welcome), Description (Add description), Tags (Add a tag), Language (English (United States) (en-US)), Text (Voice text), and Message (Select a Standard Response). There are also buttons for Delete, History, Reset, and Save.

You can:

-
- Add a **Description** for the resource.
 - Add some **Tags** to associate the resource with similar resources.
 - Add a **Language** to create a custom **Text** message or select a standard response **Message** from the Standard Response repository.
 - Use the **History** button to view the history of the digital resource.

History view

To view the history of a digital resource, select it and click **History**.

The history view shows you a list of each time the resource was viewed, edited, or published, the user who made the change, and the new and previous value of any properties that were changed.

The results can be sorted, filtered (for example, you can use the buttons to see only the history for a day, week, or month, or manually enter a specific start and end date), searched, and exported to a file.

If you double-click an event row, an audit window opens that displays details for that particular event.