# Designer User's Guide

## Predictive Routing Block

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# Contents

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  - Administrator

If your site is enabled for Genesys Predictive Routing, you can use the Predictive Routing block to route an interaction to the agent with the highest likelihood of a successful outcome.

**Related documentation:**
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> ## Important
> You can only use this block if your environment is enabled for Genesys Predictive Routing. Contact your Genesys representative if you have any questions about using this feature.

The **Predictive Routing** block enables a Designer application to retrieve a list of agents that are best equipped to handle a specific type of call and then route the call to the agent with the highest likelihood of a successful outcome.

Typically, you would add this block when you want to improve routing metrics for an application that is using traditional (or "prescriptive") routing methods and has an established amount of historical data that can be used for generating accurate predictors and models.

## How it works

Genesys Predictive Routing (GPR) uses machine learning to analyze your accumulated history of agent, customer, and call data to generate scores for each available agent that indicate probable outcomes for incoming calls. Using these scores, you can ensure that calls are routed to agents with the highest likelihood of producing a satisfactory result.

When you add the **Predictive Routing** block to an application, you can select a *Predictor* from the list of Predictors that Designer retrieves from GPR. The Predictor indicates the metric you want to optimize (such as first-contact resolution, sales conversion, and so on). The Predictor also specifies which customer and agent qualities (or *features*) have the most impact on the chosen metric.

When a call arrives, Designer retrieves a list of currently-available agents (ranked according to the parameters specified in the Predictor), and then routes the call to the best available match. Designer continues to periodically retrieve these lists of agents for the duration of the session—even if the application has moved on from the Predictive Routing block to the next routing block—until the call is finally routed or the session ends. If the "predicted" outcome differs from the actual outcome, Predictive Routing "learns" from this result, improving the future accuracy of its predictions.

For more information about setting up Predictors, see Creating and updating Predictors in the *Genesys Predictive Routing Help*.

> ### Important
>
> Only Predictors with active Models are available for selection. See Configuring, training, and testing models in the *Genesys Predictive Routing Help* for more information.

## Using this block

This block can be placed in the Assisted Service phase of an application. For the block to take effect, you'll also need to enable predictive routing in the application settings.

> ### Tip
>
> Genesys recommends that you use this block in a mixed-use setting, where Predictive Routing is attempted first (say, for a period of 2 seconds) and then traditional routing acts as a fallback method of routing the call. This also helps to train the models used by Predictive Routing, which can effectively "learn" from the traditional routing outcomes.

### Call Routing tab

In the **Targeting** section, select the **Predictor** you want Designer to use. You can also choose to specify this value using a variable.

In the **Evaluate** field, enter the number of agents to submit as a batch for routing, and how often to submit each batch. For example, you might choose to submit a batch of 50 agents every 10 seconds.

You can then specify additional criteria to be used when evaluating possible agents, such as their state or skills, and select the **virtual queue** for routing.

In the **Other Routing Settings** section, you can specify which routing algorithm to use and the block **timeout** value.

## Skill Expression tab

Use this tab to specify a skill expression for the **Predictive Routing** block. The skill expression consists of a list of skills for which you must individually set an operator and an integer value.

> ### Important
>
> When you configure a skill expression in the **Skill Expression** tab of the **Predictive Routing** block, the **Consider Only** option (for agent status) is enabled on the **Call Routing** tab. Also, the built-in agent status filter is ignored if you use a variable-defined skill expression.

For more information about setting up skill expressions, see the Skill Expression settings for the **Route Call** block.

## Routing Priority tab

For information about these settings, see the Routing Priority settings for the **Route Call** block.

## Advanced tab

### Greetings section

Enable the check box beside **Customer Greeting** and/or **Agent Greeting** to play an audio file to that person when the interaction is connected.

For more information, see the Advanced tab settings for the **Route Call** block.

Extensions section

Click **Add Extension Data** to add an extension as a key-value pair to this block. The value type can be a string or integer.

For more information, see the Advanced tab settings for the **Route Call** block.

Predictive Settings section

If desired, you can specify key-value pairs that will provide additional context to the prediction service.

> ## Tip
>
> The **Predictive Routing** block does not have an option for treatments, but you must specify a treatment to play during routing. Genesys recommends that you do the following:
>
> - Place a Start Treatment block and a Self Service module ahead of this block to provide a treatment to play during routing.
>
> - In the settings for the **Start Treatment** block, disable the **Is Synced** option so that Designer will start the treatment and then immediately move on to the next block while the treatment keeps playing. This ensures that the same treatment continues for any prescriptive routing blocks that follow.