Genesys Predictive Routing Deployment and Operations Guide

System requirements and interoperability

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Contents

Genesys Predictive Routing (GPR) includes several components. This topic provides an overview of the prerequisite hardware and software required to run each component.

It also includes an interoperability table, showing which versions of the Genesys components required to run an end-to-end GPR solution are compatible.

> **Important**
>
> In addition to the prerequisites noted here, see the *Genesys Supported Operating Environment Reference Guide*, which provides operating system, database, and browser requirements information for most Genesys products.

Related documentation:

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The GPR components: hardware and software requirements

Data Loader

- Connects to Configuration Server to read the Data Loader Application object, which includes the configuration for your datasets.
- Connects to the Genesys Info Mart Database to upload interaction data; enables upload of customer and outcome data from .csv files.
  - Data Loader is deployed in a Docker container. See environment prerequisites and supported versions for your Docker deployment for specific requirements.
  - To enable Data Loader to connect to the GPR Core Platform, you must create the Data Loader user in your account and assign it the SERVICE role. For instructions, see Create the Data Loader user in the *Predictive Routing Help*.
  - To achieve HA, Data Loader uses a primary/backup HA architecture. Failover is controlled by Local Control Agent, which is deployed in the Docker container with Data Loader. See Deploy Data Loader for details.
- Data Loader must be deployed on a host that has no other instances of Local Control Agent installed.

URS Strategy Subroutines

- Out-of-the-box strategy subroutines to use with your Genesys routing components. Genesys Predictive Routing includes a set of subroutines created for use with Universal Routing Server (URS) and Interaction Routing Designer (IRD).

Genesys Reporting Integration

- Configure GPR and your historical reporting components to ensure that the required data, in the form of key-value pairs, is made available to support Genesys historical reporting on GPR performance and outcomes.

Important Considerations Related to Docker

- You might need an active internet connection to download additional libraries when installing Docker.
- The GPR uses the RHEL8 universal base image as the base Docker image.
- To operate correctly in a Docker environment, SELinux (Security Enhanced Linux) should be disabled or running in permissive mode. For instructions, see How to disable SELinux on the Linux web site.
- If you are deploying components in Docker containers in an HA architecture, the system clocks on all target servers must be synchronized. You can use Network Time Protocol (NTP) for this.

Supported Browsers

- Chrome - Latest and one previous
- Internet Explorer - IE 11

System requirements and required components/versions

The following table lists the hardware and software requirements that should be in place before starting your deployment.

Data Loader		
Hardware/Software Type	**Requirement**	**Comments**
OS	• Red Hat Enterprise Linux Server release 8	
Docker	docker-ce version 18.09.2 or higher; OR docker-ee 18.09.2 or higher	
RAM	16 GB	
Configuration Server	8.1.300.36 or higher	
Message Server—for logging	8.1.300.11 or higher	
URS Strategy Subroutines		
Hardware/Software Type	**Requirement**	**Comments**
See the Genesys Predictive Routing Sizing Worksheet to calculate the memory and CPU requirements for URS when using Predictive Routing.		

Interoperability

Among GPR components:

GPR Component	Requirement	Comments
Data Loader	Requires GPR Hybrid environment	

For Routing using the URS Strategy Subroutines:

{! Interaction Routing Designer

Hardware/Software Type	Requirement	Comments
Universal Routing Server	8.1.400.60 or higher	Requires a connection to Stat Server 8.5.108.18 or higher
8.1.400.39 or higher		

For integration with Genesys Reporting:

Hardware/Software Type	Requirement	Comments
Genesys Predictive Routing	9.0.016 or higher	
Interaction Concentrator	8.1.5 or higher	
Genesys Info Mart	8.5.014.19 or higher	
Reporting and Analytics Aggregates	8.5.010.01 or higher	
Genesys CX Insights (GCXI)	9.0.012.01 or higher	

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