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Genesys Predictive Routing Deployment and Operations Guide

[Sizing worksheet](#)

Contents

- [1 How to fill out the Sizing worksheet](#)

Use the Excel worksheet linked below to calculate hardware sizing guidelines for the on-premises GPR components in your environment.

Related documentation:

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How to fill out the Sizing worksheet

The worksheet has three user input fields (filled in yellow):

- Inbound Call Rate in seconds (Interaction Rate)
- Average Handling Time (in seconds)
- Average Waiting Time in Queue (in seconds)

Macros in the document then automatically calculate the sizing requirements for your environment.

If the URS CPU% is calculated to exceed 80%, the spreadsheet displays an error message.

Click here for the worksheet: [Genesys Predictive Routing sizing worksheet](#)