Genesys Predictive Routing Deployment and Operations Guide

Start and stop GPR on-premises components

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Contents

This topic explains how to start and stop Data Loader, and how to enable or disable use of Predictive Routing when routing interactions.

Related documentation:

  •

Start and stop Data Loader

Data Loader is deployed in a container that also contains Local Control Agent, which communicates with Genesys Administrator to start, monitor status of, and stop Data Loader.

All Data Loader instances can be started and stopped from Genesys Administrator. For instructions on starting and stopping application from Genesys Administrator, see the System Dashboard topic in the *Genesys Administrator Help*.

To start the container where Data Loader is located, run the following scripts from the installation directory to start the container:

```
$ cd ai-data-loader-scripts/scripts/
```

```
$ bash start.sh
```

Only Local Control Agent (LCA) is started when container is started. Once the Data Loader host is shown as up and running in Genesys Administrator, you can start Data Loader from there as you would any other Genesys component.

  • See How to Start and Stop Applications and Solutions for details about LCA and monitoring solutions in Genesys Administrator.

To stop Data Loader, execute the **stop.sh** command from the **/scripts** folder.

To restart Data Loader container, execute the **restart.sh** script from the **/scripts** folder.

Start and stop use of the URS Strategy Subroutines

To turn on Predictive Routing in your routing strategy:

1. Open the Predictive_Route_CfgData Transaction List object.

2. Set the *prr-mode* option to any value *except* off in all sections that define Predictors, and also in the **[default-predictor]** section.

To turn off Predictive Routing in your routing strategy:

1. Open the Predictive_Route_CfgData Transaction List object.

2. Set the *prr-mode* option to off in all sections that define Predictors, and also in the **[default-predictor]** section.