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Genesys Predictive Routing Deployment and Operations Guide

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This guide covers the following topics, enabling you to plan, set up, and maintain the on-premises components in your Genesys Predictive Routing (GPR) environment. GPR enables you to match interactions with agents for optimal outcomes.

Related documentation:

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What's In This Guide

- Quick Start: to get new users up and running
- **Planning:** system requirements, architecture and security, sizing, setting up data for import
- Configuring and installing on-premises components:
 - Deploy Data Loader
 - Configure Data Loader to upload data
 - Configuration Options
 - Start and stop the on-premises components
- **Data Loader logging**
- **Genesys Routing integration:** deploying and optimizing the GPR subroutines
- **Genesys Reporting integration:** configuring GPR to work with the Genesys Reporting components
- The Genesys Predictive Routing Overview video presents a high-level picture of what Predictive Routing can do for you:

Link to video

- Conceptual topics go in-depth on certain aspects of GPR functionality:
 - How does GPR score agents?
 - Routing scenarios using GPR

Looking for Something Else?

Consult the following Help and the Release Notes for other GPR topics:

- Predictive Routing Help shows how to use the GPR application and gives in-depth explanations of the following GPR functionality:
 - Managing accounts, users, roles, and passwords.

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- Viewing your uploaded data
 - Creating training, testing and evaluating predictors and models
 - Users with STAFF-level permissions can access Predictive Routing Staff Help that documents the additional functionality available to them.
 - Predictive Routing Release Note for Genesys Multicloud CX - updates and corrections in the GPR Core Platform, which provides the GPR application and the GPR API, and performs agent scoring.
 - Data Loader Release Note
 - URS Strategy Subroutines Release Note