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Genesys Predictive Routing Help

[Upload interaction and other data](#)

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Predictive Routing datasets can include a broad range of data used to create Predictors and to train and test Models. This topic explains how to upload this data using the GPR web application.

Related documentation:

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WARNING: Although the Predictive Routing web application includes data upload functionality, its use is deprecated in favor of data uploads using Data Loader. If you upload from the GPR web application, note that using both Data Loader and the UI to upload data creates conflicts and presents a high risk of data corruption.

- Functionality in this section is enabled only when data anonymization in the Cloud is enabled.

Upload a dataset from a CSV file

Predictive Routing supports datasets containing interaction and outcome data, and any other data available in your environment relevant to the metrics you intend to optimize.

Select CSV file to upload data

To upload this data, use the following procedure:

1. Create a CSV file containing the desired data, collected into a consistent schema. See Set up data for import for data requirements and recommendations.
2. To open the configuration menu, click the **Settings** gear icon, located on the right side of the top menu bar: .
3. Click the **Datasets** tab, then click **Create Dataset**. The **Create Dataset** window opens.

4. Click in the **Source File** box, then navigate to your CSV file and select it.

GPR reads the CSV file, determines the separator type and the schema, and displays the results. To continue creating the dataset, follow these steps:

1. Enter a name for your dataset.
2. Scroll down the list of fields and ensure that the datatypes have been discovered correctly. If any are incorrect, select the correct datatype from the **Type** drop-down list.
 - GPR supports the following datatypes: Boolean, Numeric, List, String, Timestamp, and Dict. See Set up data for import for how to correctly construct a Dictionary field.
3. Click the **X** in a row to remove it from the dataset. If you change your mind before you upload your data (that is, before you click the Create button on the window), scroll to the bottom of the list of fields and click in the **None Selected** text box. Choose the field to be restored, and click **Add Back**.
4. Set the **Created At** field, which determines the time the record was created or the time the interaction occurred, depending on the values stored in the field you select. The drop-down list contains all fields with the Timestamp datatype.
5. Set the **Interaction ID** field to specify which field contains data from the INTERACTION_ID field in the Genesys Info Mart database. If you do not specify an Interaction ID field, you cannot use the **KPI Outcome** or **Model Accuracy** tabs on the **Predictors** window because they depend on this ID to connect data from various sources.
6. (Optional) Click in the **PII Fields** text box to select the fields that contain personally identifiable or sensitive information, such as Social Security numbers, passwords, names and addresses, phone numbers, and so on. Data in these fields is anonymized when you create the dataset. See Data Anonymization for important information about how data is anonymized. Note that you cannot anonymize the **Created At** timestamp field.
7. Click **Create** to upload the data.
 - If you try to upload a file that contains more than 100 columns, GPR generates an error message. Cancel out of the upload procedure, edit your CSV file to reduce the number of columns, and then repeat the upload procedure.
 - If you try to upload a file with too many columns using the GPR API, the error message appears in the dataset **Description** field in the GPR application.
 - If you try to upload more than 2.5 million rows to a dataset, only the first 2.5 million rows are stored and the rest are discarded. A warning message appears on the dataset **Uploads** tab specifying how many rows were discarded. The **Append** button is disabled until you delete some rows from the dataset.

See View uploaded datasets for a description of how the GPR we application displays datasets, fields within datasets, and individual dataset uploads.

Append data to a dataset

To add more data to an existing dataset:



Select CSV file to append

1. Open the **Schema** tab for a specific dataset.
2. Click **Append Data**. The **Append Data** pop-up window opens.
3. Select the desired CSV file. It must comply with the schema for the existing dataset.
 - If your appended CSV file has errors, a red banner appears with a notification message. This message contains a link to open a pop-up window where you can view the specific errors. Also, the **Missing Values** and **Invalid Values** columns in the dataset **Schema** table are updated to display the number and percentage of errors for each dataset field.
 - If you append a CSV file containing more columns than appear in the original schema, the extra columns are automatically discarded.