Genesys Predictive Routing Help

The Settings menu

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Contents

- Administrator
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The topics in this section explain how to use the **Settings** parameters available to you depending on your user role.

Related documentation:
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Open the Settings menu

To open the **Settings** menu, click the gear icon , located on the right side of the top menu bar.

When you start using Genesys Predictive Routing (GPR), Genesys configures an account for you and supplies you with the username and initial password. This account is active when you first log into Predictive Routing. This section of the Help explains the following:

- ADMIN users - How to update the password policies for your account, manage users and roles, and reset passwords.

- REVIEWER users - How to reset your password.