

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Routing Help

What you can monitor

Genesys Predictive Routing (GPR) provides feature coverage and model accuracy graphs for your predictors.

Related documentation:

•



The top navigation bar enables access to the feature coverage and model accuracy graphs.

Note: The Genesys Reporting solution provides in-depth feature-rich reporting on scoring, interaction handling, outcomes, and so on. See Integrate with Genesys Reporting for more information.