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Genesys Predictive Routing Help

What you can monitor

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

Related documentation:

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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.