

Historical Reporting with Genesys CX Insights

Predictive Routing - Model Efficiency Dashboard

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Contents

- [1 Video: Introducing the Model Efficiency Dashboard](#)
- [2 Understanding the Model Efficiency Dashboard](#)
- [3 Prompts](#)
- [4 Attributes](#)
- [5 Metrics](#)

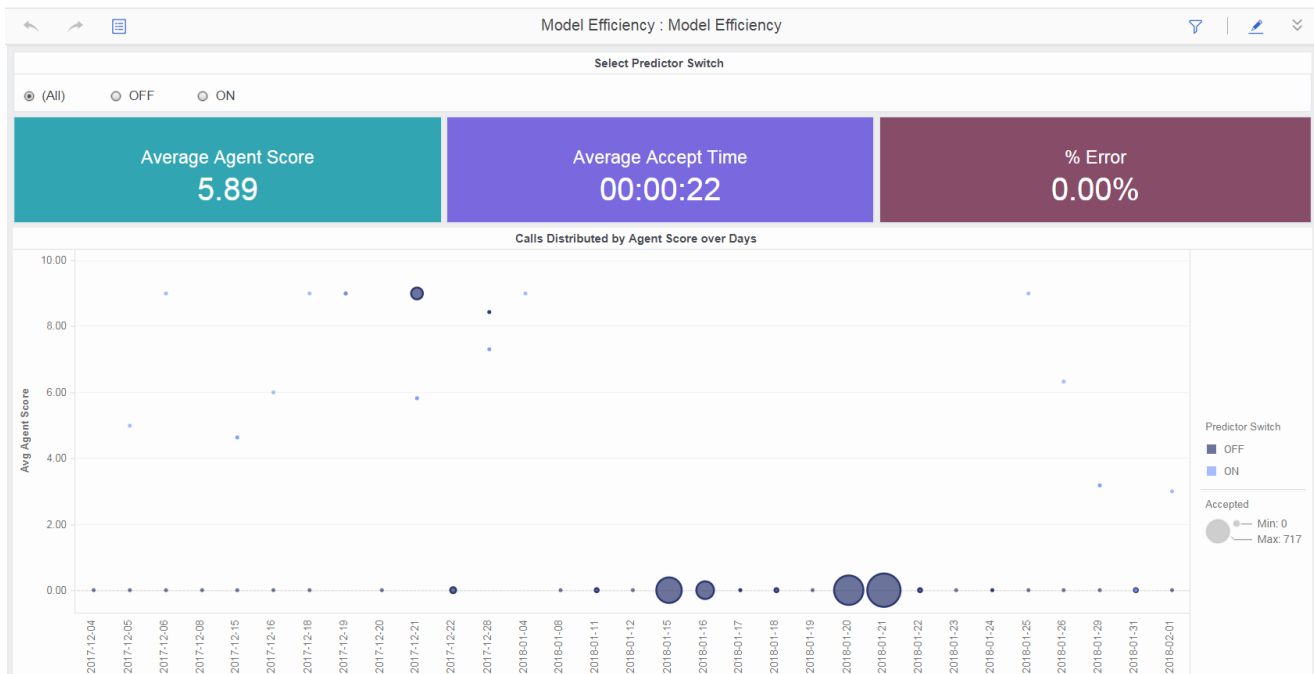


- Administrator
- Supervisor

Evaluate the impact that enabling various GPR prediction models has on your contact center efficiency.

Related documentation:

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The (**Predictive Routing** folder) **Predictive Routing — Model Efficiency** Dashboard provides a bubble-graph summary that you can use to evaluate the impact on contact center efficiency of enabling GPR, and compare the effectiveness of various GPR prediction models. The dashboard includes graphical summaries of average agent scores, average time interactions waited in queue before being scored by Predictive Routing and distributed, and the percentage of interactions that encountered an error during Predictive Routing.

To get a better idea of what this dashboard looks like, view sample output from the report: [Sample Predictive Routing — Model Efficiency Dashboard.pdf](#)

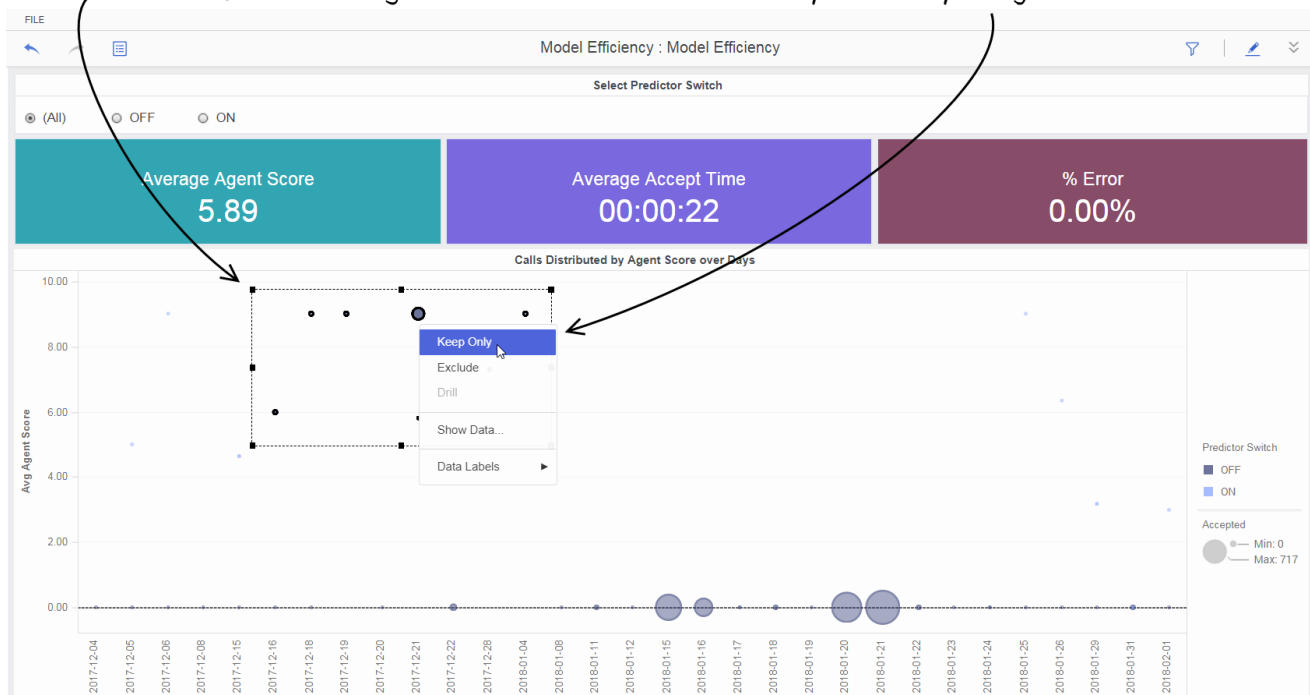
Video: Introducing the Model Efficiency Dashboard

[Link to video](#)

This video describes how to use the Model Efficiency Dashboard.

Understanding the Model Efficiency Dashboard

To focus the dashboard on a subset of the data, drag a selection area with your left mouse button, and then right-click within it to access the options Keep Only or Exclude.



To help you understand the graph:

- The larger the bubble on the graph, the more calls were accepted.
- The color of the bubble indicates whether GPR was on or off.
- The higher the bubble is on the vertical axis, the higher the average agent score.

This design allows you to see, at a glance, how evenly calls are distributed, relative to agent score. If you find that a large number of calls are being routed to the agents with the best scores, and very few calls to other agents, you may want to adjust the routing model.

Prompts

The following table explains the prompts you can select when you generate the Predictive Routing - Model Efficiency Dashboard:

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than none , the Report Date prompt is ignored. Default: Year-to-Date .
Start Date	Choose the first date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than none .
End Date	Choose the last date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than none .
Media Type	Select one or more media types for which to gather data into the report.
Predictor	Select one or more predictors to include in the report.
Model	Select one or more prediction models to include in the report.
Tenant	Select one or more tenants to include in the report.

Attributes

The following table explains the attributes used on the Predictive Routing - Model Efficiency Dashboard:

Attribute	Description
Day	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether Predictive Routing is ON, OFF, or for which an error occurred.

Metrics

The following table explains the metrics used on the Predictive Routing - Model Efficiency Dashboard:

Metric	Description
% Error	Percentage of active interactions that received a Predictive Routing error score.
Accepted	Total number of calls accepted.

Metric	Description
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.
Average Accept Time	The average amount of time, in seconds, it took agents to accept, answer, or pull customer interactions.