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Genesys Customer Experience Insights User's Guide
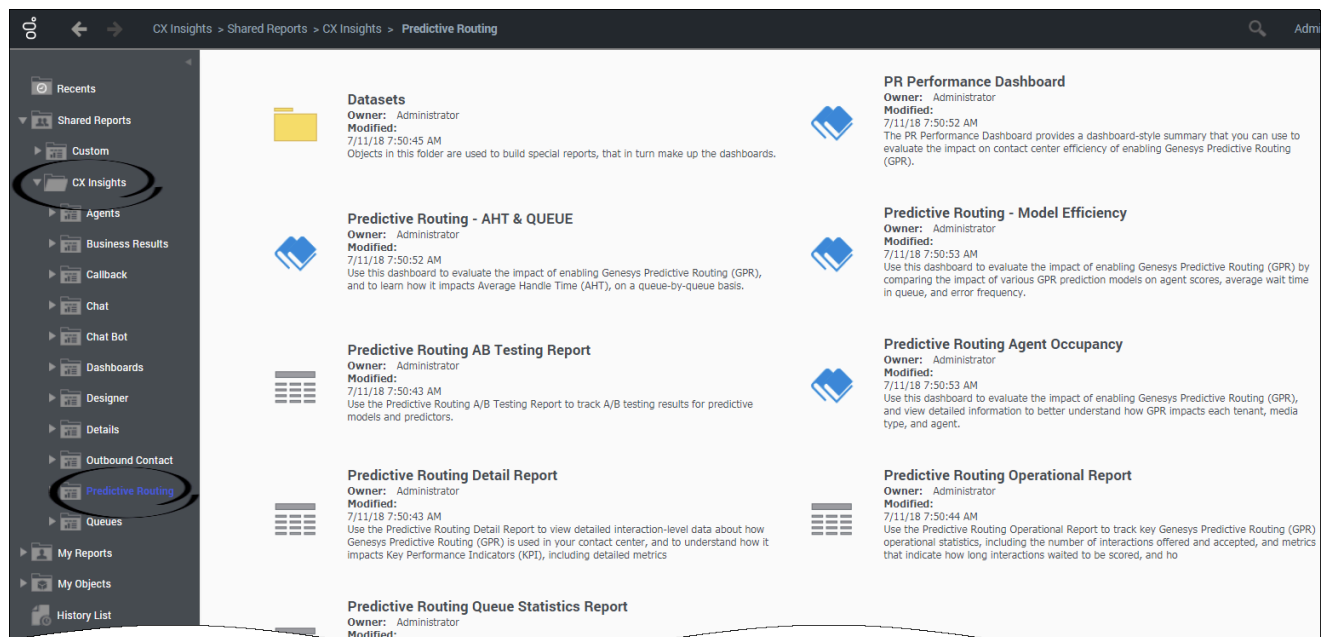
Predictive Routing Reports and Dashboards

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Predictive Routing Reports and Dashboards

This page describes reports and dashboards you can use to learn more about how Genesys Predictive Routing (GPR) is used in your contact center, including information about how it impacts customer experience, wait times, issue resolution rates, and other key metrics. Reports in the **Predictive** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Reports in this folder require that specific RAA options be enabled: enable-gpr, and in some cases enable-gpr-fcr. For more information, see the *Genesys CX Insights Deployment Guide*.

About Predictive Routing reports and dashboards

The following reports and dashboards are available in the **CX Insights** > **Predictive Routing** folder:

- Predictive Routing - AHT & Queue Dashboard
- Predictive Routing - Model Efficiency Dashboard
- Predictive Routing A/B Testing Report
- Predictive Routing Agent Occupancy Dashboard
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Predictive Routing Queue Statistics Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to understand and use reports.
- Learn how to create or customize reports.