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Genesys Customer Experience Insights Project Guide

Predictive Routing folder

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Predictive Routing folder

The Predictive Routing folder contains numerous objects that can provide information that is used to build reports describing the performance and effect of Genesys Predictive Routing (GPR) in your contact center. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Predictive Routing folder and subfolders

This folder contains the following root folder and subfolders.

- [Predictive Routing](#)

Folder: Predictive Routing

Introduced: 9.0.007.03

Description: The root folder for Genesys Predictive Routing folders and objects.

Metrics:

- There are no metrics in this folder

Attributes:

- | | | |
|---------------------------------------|--------------------------------|------------------------------------|
| • Customer Data Found | • Model ID | • Predictor Key |
| • GPR Result ID | • Model Key | • Predictor Switch |
| • Mode | • Predictor | • Result |
| • Model | • Predictor ID | • Status |

Reports built primarily from the objects in the Predictive Routing folder and subfolders

- [Predictive Routing Agent Occupancy Dashboard](#)
- [Predictive Routing - AHT & Queue Dashboard](#)

- [Predictive Routing - Model Efficiency Dashboard](#)
- [Predictive Routing A/B Testing Report](#)
- [Predictive Routing Detail Report](#)
- [Predictive Routing Operational Report](#)
- [Predictive Routing Queue Statistics Report](#)

For more information about Predictive Routing reports, see the [Genesys CX Insights 9.0 User's Guide](#).