Genesys Customer Experience Insights Project Guide

Predictive Routing Attributes

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Predictive Routing Attributes

The Predictive Routing folder contains numerous attributes that you can use to build Genesys Predictive Routing (GPR)-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **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.

The following Attributes are available in this folder and are described on this page.

Predictive Routing

- Customer Data Found
- GPR Result ID
- Mode
- Model

- Model ID
- Model Key
- Predictor
- Predictor ID
- Predictor Key

- Predictor Switch
- Result
- Status

Folder: Predictive Routing

Attribute name: Customer Data Found	Folder: Predictive Routing
Description: Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores. Also known as GPR Customer Data Found.	
Database table: GPM_RESULT.CUSTOMER_FOUND	
>> Back to list	
	Folder: Predictive Routing

Attribute name: GPR Result ID	
Description: Enables the organization of data based on the primary key of the GPM_RESULT table.	
Database table: AG2_ID_*.GPM_RESULT, AG2_I_AGENT_*.GPM_RESULT, AG2_QUEUE_*.GPM_RESULT, IF_IRF_GPM_FACT_GI2.GPM_RESULT, GPM_RESULT.ID	
>> Back to list	

Attribute name: Mode	**Folder:** Predictive Routing
Description: Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: prod, off, gpmdiscovery, ab-test-time-sliced, or unknown. Called *PR mode* in some reports.	
Database table: GPM_RESULT.GPM_MODE	
>> Back to list	

Attribute name: Model	**Folder:** Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	

Attribute name: Model ID	**Folder:** Predictive Routing
Description: Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing. (MODEL ID - MODEL DESC)	
Database table: GPM_MODEL.MODEL_ID	
>> Back to list	

Attribute name: Model Key	**Folder:** Predictive Routing
Description: Enables data to be organized based on the primary key of the GPM_MODEL table.	
Database table: AG2_ID_*.GPM_MODEL_KEY, AG2_I_AGENT_*.GPM_MODEL_KEY, AG2_QUEUE_*.GPM_MODEL_KEY, IF_IRF_GPM_FACT_GI2.GPM_MODEL_KEY	
>> Back to list	

Attribute name: Predictor	**Folder:** Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	

>> Back to list

Attribute name: Predictor ID	Folder: Predictive Routing
Description: Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR_ID	

>> Back to list

Attribute name: Predictor Key	Folder: Predictive Routing
Description: Enables data to be organized based on the primary key of the GPM_PREDICTOR table.	
Database table: AG2_ID_*.GPM_PREDICTOR_KEY, AG2_I_AGENT_*.GPM_PREDICTOR_KEY, AG2_QUEUE_*.GPM_PREDICTOR_KEY, IF_IRF_GPM_FACT_GI2.GPM_PREDICTOR_KEY	

>> Back to list

Attribute name: Predictor Switch	Folder: Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	

>> Back to list

Attribute name: Result **Introduced:** 9.0.013	Folder: Predictive Routing
Description: Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.	
Database table: GPM_RESULT.GPM_RESULT	

>> Back to list

Attribute name: Status	Folder: Predictive Routing
Description: Enables the organization of data by whether an interaction was processed by GPR under an *Agent- Surplus* or *Interaction Surplus* scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.	
Database table: GPM_RESULT.GPM_STATUS	

>> Back to list