GENESYS™

Predictive Routing Deployment and Operations Guide

Operations: Updating, Maintenance, Logging, Troubleshooting

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This section contains topics that provide information to help you keep your Predictive Routing deployment running smoothly, monitor it's functions, and troubleshoot any issues that might arise.

It includes the following topics:

- Agent State Connector
- System Monitoring and Logging
- Starting and Stopping
- Troubleshooting
- Database Maintenance