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# Predictive Routing Help

Analyzing Predictors

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# Analyzing Predictors

The **Predictors** tab enables you view predictor **Trends**, **Distribution**, and **Details**. You can drill-down and adjust the features shown in the graph to analyze the impacts of each factor on the data as a whole.

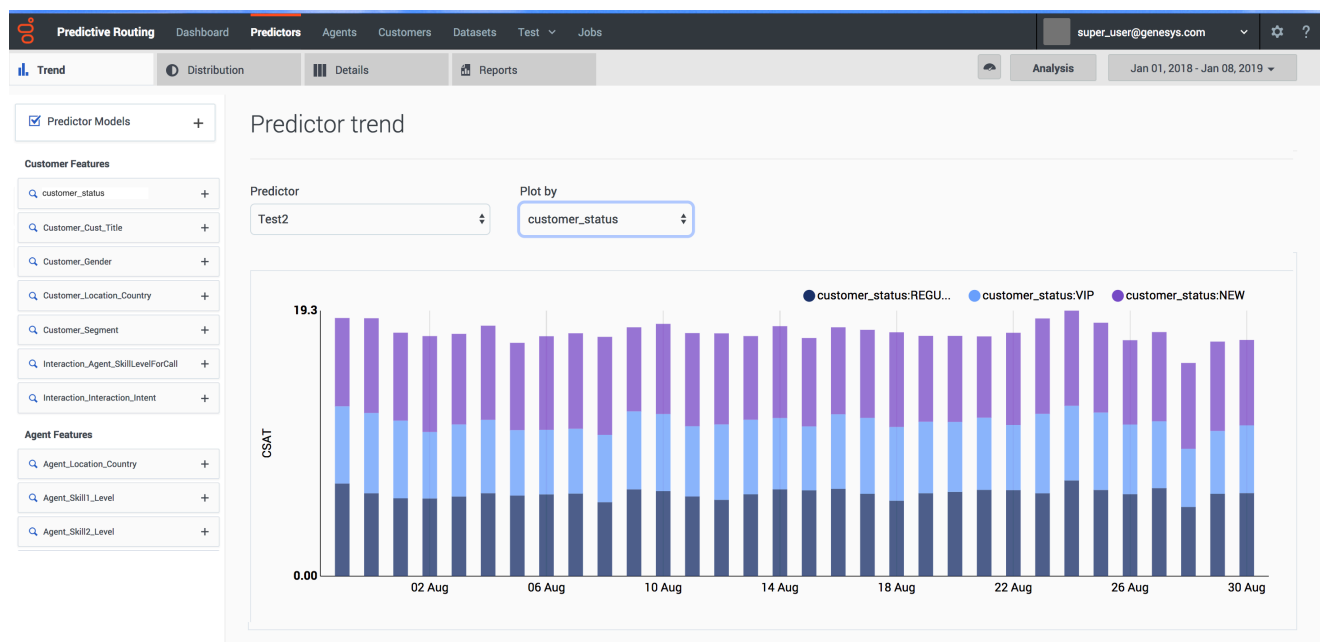
You can also run an analysis to create a **Feature Analysis report**, an **Agent Variance report**, or a **Lift Estimation report**. These reports shows a series of charts and graphs, enabling even more nuanced ways of parsing and understanding your data. You can break down the view to show subsets of the data. After running an analysis, you can view a report of the results and compare reports with different input selected.

- To open the **Predictors** tab, click **Predictors** on the top navigation bar.

You can create reports showing model performance versus actual data to see which factors have an impact on performance. For example, you could determine how important it is that an agent be a native-level speaker of the customer's language, and then route interactions accordingly.

- For instructions on how to run an analysis of model quality, see **ROC model quality analysis**.

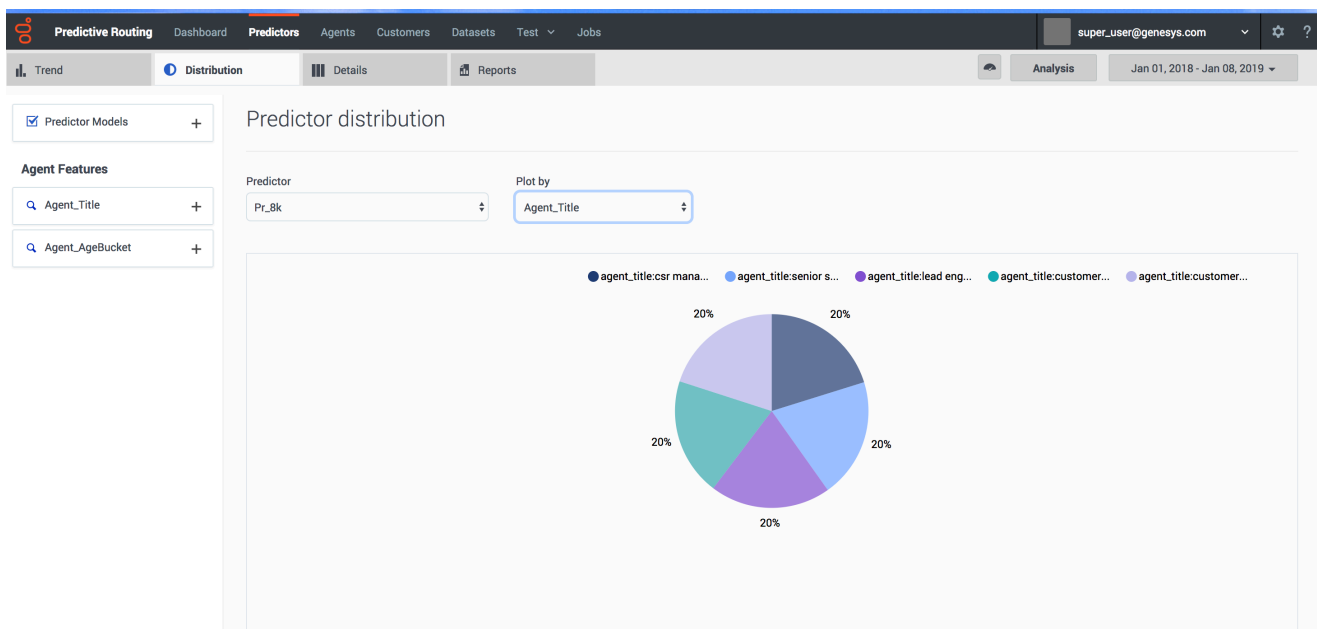
## View predictor trends



To view predictor trends:

1. Select **Predictors** from the top navigation.
2. Click the **Trends** tab.
3. From the left-hand navigation, select the parameters you want to include. To choose specific facets:
  1. Click the **+** sign by the facet you want to drill down into.
  2. Click in the text box that appears.
  3. Select the parameters from the drop-down list.
4. To change which predictor you are viewing, select the desired predictor from the **Predictor** drop-down list.
5. To change the graph axis, select the desired facet from the **Plot by** drop down list.

## View predictor distribution



To view the way that specific types of data occur in your predictor:

1. Click the **Distribution** tab.
2. From the left-hand navigation, select the parameters you want to include. To choose specific facets:
  1. Click the **+** sign by the facet you want to drill down into.
  2. Click in the text box that appears.
  3. Select the parameters from the drop-down list.
3. To change which predictor you are viewing, select the desired predictor from the **Predictor** drop-down list.

- To change the graph axis, select the desired facet from the **Plot by** drop down list.

## View predictor details

The screenshot shows the 'Predictor details' view in the Predictive Routing application. The top navigation bar includes 'Predictors', 'Agents', 'Customers', 'Datasets', 'Test', and 'Jobs'. The left-hand navigation panel has 'Predictor Models' and 'Agent Features' sections. The main content area displays a table of predictor details for the selected predictor 'Pr\_8k'.

#	Matching	Customer_CustomerID	Customer_Account_NAICSCode	Customer_Age	Agent_Title	Agent_AgeBucket	CSAT	agent_Id
1	<a href="#">Show Matching Results</a>	79196213-9207-4cee-86cf-cfe59bdd67a6	69258	60	Customer Experience Director	2	4	1095
2	<a href="#">Show Matching Results</a>	bcd51d44-abda-477b-bd9e-f41009e2537d	80752	51	CSR Manager	2	2	2242
3	<a href="#">Show Matching Results</a>	3570d84d-18cf-4040-8c21-993a2055d94b	28530	34	CSR Manager	1	4	8729
4	<a href="#">Show Matching Results</a>	922f1a11-e561-45d5-a1b5-e47df1caa78d	75826	27	Lead Engineer	2	5	8720
5	<a href="#">Show Matching Results</a>	19034fd3-db39-4819-825c-0a1eb2f8a996	28354	67	Senior Support Rep	1	4	8008

The predictor **Details** tab enables you to drill down into your predictor to view the granular specifics of your data.

- Select **Predictors** from the top navigation.
- Click the **Details** tab.
- From the left-hand navigation, select the parameters you want to include. To choose specific facets:
  - Click the + sign by the facet you want to drill down into.
  - Click in the text box that appears.
  - Select the parameters from the drop-down list.
- To change which predictor you are viewing, select the desired predictor from the **Predictor** drop-down list.