Predictive Routing Help

Creating and Interpreting Analysis Reports

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Creating and Interpreting Analysis Reports

Predictive Routing provides the following reports within the application interface:

- Feature Analysis report: Analyzes how the characteristics and performance of agents and customers affect the metric you are targeting.

- Agent Variance report: Analyzes how much difference there is among agents for the different business processes they work on. More variance means better opportunities for optimization.

- Lift Estimation report: Analyzes how much impact Genesys Predictive Routing can have on a selected target metric in the specified environment and circumstances.

- Model Quality report: Provides an analysis of how well the model is performing.

- Agent Coverage report: Indicates how many agent models were built, as a function of the total agents available.