




This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Predictive Routing Help

Uploading Data: Agent Profiles, Customer Profiles, and Datasets

Uploading Data: Agent Profiles, Customer Profiles, and Datasets

Use the relevant tabs on the **Settings** menu to upload and format the various types of data you want to score your agents. You use the data uploaded here to construct **Predictors** and **Models**.

To open the menu where these objects are managed, click the **Settings** gear icon, located on the right side of the top menu bar: .

- [Configuring Agent Profiles](#)
- [Configuring Customer Profiles](#)
- [Configuring Datasets](#)