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Predictive Routing Deployment and Operations Guide

Integrate with Genesys Routing

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Genesys Predictive Routing (GPR) provides two packages of subroutines that integrate into your Genesys routing environment. They perform the agent scoring and best-match selection functions, enabling you to fine-tune your routing to take advantage of the rich data on agents, customers, and interactions available to you in your environment.

- To understanding routing interaction flows and how interactions are selected using GPR, see [Routing Scenarios Using GPR](#).
- The two subroutines options are the following:
 - [URS Strategy Subroutines](#) - for environments routing with Universal Routing Server (URS) and Interaction Routing Designer (IRD).
 - [Composer Subroutines](#) - for environments designing routing flows with Composer/Orchestration Server (ORS).

Important

The Composer Subroutines extend the functionality of the URS Strategy Subroutines so that you can use Composer and ORS to manage your routing. However, they are a wrapper around the URS Strategy Subroutines, not an entirely separate set of subroutines. As a result, *they require that you also install URS and IRD*.

Additional Information

- For a description of the Designer routing block for Predictive Routing and how to configure it, see [Predictive Routing Block](#) (Genesys Engage cloud users only).
- If you would like to evaluate Genesys Predictive Routing for use with schedule-based routing (using Genesys Workforce Management), service-level routing, or business-objective routing, contact Genesys Professional Services for a review of your routing environment.