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Genesys Predictive Routing

Genesys Predictive Routing Options Reference

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Welcome to the Options Reference for Genesys Predictive Routing. This document provides full information about all the configuration options that are set on the Genesys Predictive Routing application object and in Genesys Predictive Routing-related configuration sections on other objects, such as DNs.

Options for this product are grouped into the following components:

- [Data Loader](#)
- [Predictive_Route_DataCfg](#)