Performance DNA Administrator Guide

Predictive Routing Settings

12/14/2025

Predictive Routing Settings

The following settings allow you to control the **Predictive Routing Data Loader** event and they are configured in the **Predictive Routing Settings** section.

Predictive Routing Base URL - The base URL used to connect to the Predictive Routing API (for example, http://10.90.10.156/api/v2.0/).

Predictive Routing API Key - The API key used to authenticate against the Predictive Routing API.

Predictive Routing Username - The user name used to connect to the Predictive Routing API.

Predictive Routing Password - The password used to connect to the Predictive Routing API.

Predictive Routing Frequency Multiplier - The number of units (below) used when retrieving data - can be a number from 1 to 6. For example, if you choose **2** and **Weeks** then the data retrieved will be from 2 weeks prior to the current week.

Predictive Routing Frequency Unit - The unit of time used when retrieving data that will be sent to Predictive Routing, it could be either Days, Weeks or Months.

Predictive Routing Agent ID Field - The user field in your system that is used to uniquely identify a user when sending the data to Predictive Routing.