GENESYS™

Predictive Routing - URS Strategy Subroutines

9.0.017.01

12/23/2025

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Predictive Routing - URS Strategy Subroutines Release Notes

9.x **Predictive Routing - URS Strategy Subroutines** is part of 9.x starting in 9.0.006.00.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/06/20	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- To enable outcome reporting, the URS Strategy Subroutines now provides a consistent InteractionID, enabling score requests and the results written to the score_log to be connected. To do this, the URS Strategy Subroutines attaches the following values for the InteractionID field:

  - score requests - the InteractionID field contains the CallUUID.

  - score_log requests - the InteractionID field contains either the CallUUID or the CallUUID_RPVQID. You can set the value used as the InteractionID in the score_log in the new use-vqid-identifier configuration option.

    Outcome results are available to STAFF users on the KPI Outcome tab in the Genesys Predictive Routing (GPR) web application. (PRR-6558)

- To improve URS Strategy Subroutines performance, a change to the value of the udata-keys-to-exclude now becomes effective within 24 hours. (Data is updated daily at 3 am UTC, so the actual time require for the change to take effect can vary.) Previously, changes took effect on the next interaction. (PRR-6390)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Predictive Routing

Genesys Products

- List of Release Notes

- The new platform-request-timeout configuration option enables you to specify how long Universal Routing Server (URS) should wait for a response from the GPR Core Platform after a GPR subroutine makes a request that the routing strategy sends to the GPR Core Platform. After this timeout expires, the subroutine logs a GPR error and URS continues to process the strategy. This option overrides the URS **request_timeout** option, which has a default value of **0**. Previously, if the default value was set for **timeout_response** and, for some reason, the GPR Core Platform did not respond correctly, URS waited indefinitely instead of proceeding with the strategy and the interaction was not routed. (PRR-6229)

Resolved Issues

This release contains the following resolved issues:

The URS Strategy Subroutines now correctly terminates scoring requests for predictors that have no customer features available and provides informative results to the Genesys Info Mart database and to the GPR score_log. (Predictors must have at least one customer feature configured to enable scoring.)

When this happens, the URS Strategy Subroutines sends the following two KVPs to the Genesys Info Mart database and to the GPR score_log: gpmResult = 7 and gpmMessage = "Failed to build Scoring Context". (PRR-6233)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.01.