Predictive Routing Deployment and Operations Guide

Welcome to the Deployment and Operations Guide

5/6/2025

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This guide covers the following topics, enabling you to plan, set up, and maintain your Genesys Predictive Routing (GPR) environment. Predictive Routing enables you to match interactions with agents for optimal outcomes.

- **Planning:** system requirements, architecture and security, sizing, data preparation
- **Configuring and installing** single-server and HA environments:
    - AI Core Services Single-Host Deployment
    - Deploy in High Availability Environments: HA deployment prerequisites and procedures for all GPR components
    - Deploy Agent State Connector (ASC)
    - Configuration Options
    - Start and Stop All GPR Components
- **Operations**: logging, backing up and restoring, troubleshooting
- **Genesys Routing integration**: deploying and optimizing the GPR subroutines components
- **Genesys Reporting integration**: configuring GPR to work with the Genesys Reporting components
- **Quick Start**: to get new users up and running
- **New Features**: lists all new features by release and includes links to documentation describing them
- The Genesys Predictive Routing Overview video presents a high-level picture of what Predictive Routing can do for you:
    Link to video
- Conceptual topics go in-depth on certain aspects of GPR functionality:
    - How does GPR Score Agents?
    - Routing Scenarios Using GPR

Looking for something else?

Consult the following guides for other GPR topics:

- *Genesys Predictive Routing Help* shows how to use the GPR application and gives in-depth explanations of the following GPR functionality:
    - The Lift Estimation, Feature Analysis, and Agent Variance Reports
    - Agent Profile and Customer Profile schemas
    - Datasets

- Predictors and Models

- Accounts, User Management, Password Management, and Auditing

- *Predictive Routing API Reference* (Requires a password for access. Please contact your Genesys representative if you need to view this document.)

The home page provides links to the following resources:

- Release Notes for all GPR components
- GPR Read Me