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Predictive Routing Deployment and Operations Guide

Install and Configure Predictive Routing

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Install and Configure Predictive Routing

This section provides deployment and configuration instructions for AI Core Services (AICS) and Agent State Connector (ASC) in both single-server and high availability environments.

- For how to integrate the Predictive Routing Subroutines with your Genesys routing environment, see [Integrate with Genesys Routing](#)

This section contains the following topics:

- [Deploy AICS on a Single Host](#)
- [Deploy AICS and ASC in High Availability Environments](#)
- [Scale AI Core Services](#)
- [Deploy Agent State Connector](#)
- [Configuration Options](#)
- [Start and Stop All GPR Components](#)