# Predictive Routing Deployment and Operations Guide

Appendix: Supported Encodings

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By default, GPR handles data using UTF-8 encoding. However, starting with release 9.0.014.00, GPR supports importing of data that uses the legacy encodings listed below. This list is updated as new encodings are verified.

> ### Important
> If you use an encoding type that is not listed, contact your Genesys representative for assistance.

- UTF-8
- Shift-JIS