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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