



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Routing

schema-`<name>` Section

12/19/2025

schema-<name> Section

The **schema-<name>** section is used to define the schema for the dataset with the matching **<name>**. That is, the **schema-mydataset** section contains options describing the data schema to be used in the dataset configured in the **dataset-mydataset** section.

The options in the **schema-<name>** sections depend on the requirements for the specific dataset. Each option name is a dataset column name. The option values are the value for the field (which might be the joined schema from which the value is obtained), the datatype, and, if the field contains sensitive or PII data, the value anon.

Special Schema Names and Configuration

The following section names are reserved for the Agent Profile schema and Customer Profile schema, and cannot be used for any other purpose.

- **schema-agents-gim**
- **schema-customers**

See [Configure Data Loader to Upload Data](#) for the options required for each type of reserved schema configuration section.

No public options in this section.