Genesys Predictive Routing

default Section

4/3/2026

default Section

anon-agent-id

Default Value: No default value
Valid Values: true, false
Changes Take Effect: when the upload-dataset option is set to true for the corresponding dataset
Introduced: 9.0.017.00

NOTE: Data Loader automatically sets the correct value for this option depending on whether the ID field is configured to be anonymized in the **schema-agents-gim** configuration. Do not manually set or change the value for this option.

If the Agent ID should be anonymized, Data Loader sets the value of this option to `true`. This ensures that the Agent ID is always anonymized in the logs generated by the URS Strategy Subroutines.

If you do change this option value, Data Loader automatically reverts it to the value corresponding to the setting in the **schema-agents-gim** configuration. This ensures that your existing datasets and predictors remain usable.

anon-customer-id

Default Value: No default value
Valid Values: true, false
Changes Take Effect: when the upload-dataset option is set to true for the corresponding dataset
Introduced: 9.0.017.00

NOTE: Data Loader automatically sets the correct value for this option depending on whether the ID field is configured to be anonymized in the **schema-customers** configuration. Do not manually set or change the value for this option.

If the Customer ID should be anonymized, Data Loader sets the value of this option to `true`. This ensures that the Customer ID is always anonymized in the logs generated by the URS Strategy Subroutines.

If you do change this option value, Data Loader automatically reverts it to the value corresponding to the setting in the **schema-customers** configuration. This ensures that your existing datasets and predictors remain usable.

anon-salt

Default Value: a hashed salt string
Valid Values: a hashed salt string
Changes Take Effect: on initial Data Loader startup
Introduced: 9.0.017.00

WARNING: Do not edit this option manually!

When Data Loader starts up, it generates a unique 64-character salt string to be used for anonymization. It stores an obfuscated version of the salt string as the value for the **anon-salt** option. This same salt value is written to the primary and backup instances of Data Loader, and to the Predictive_Route_DataCfg `Transaction List` object **anon-salt** option.

If you try to change a salt value, Data Loader generates an alarm message and restores the original salt value. If for some reason, Data Loader cannot restore the original salt value, your predictors become unusable for scoring and routing. See the "Data anonymization" section on the "Set up data for import" topic in the *Predictive Routing Deployment and Operations Guide*.

deployment-type

Default Value: hybrid
Valid Values: hybrid, cloud
Changes Take Effect: on initial startup of GPR
Introduced: 9.0.017.00

The URS Strategy Subroutines takes the value for this option to populate the gpmDeploymentType KVP, which is recorded in the GPR score log for internal reporting and monitoring purposes.

emergency-scoring-token

Default Value: empty string
Valid Values: Any valid security token string
Changes Take Effect: Immediately

Provides an emergency token in the event of continued authentication errors. It is intended for use only in scenarios where the strategy is unable to automatically update the token required to access the Predictive Routing API.

Warning: This option should only be used in an emergency situation.

enable-log-suppression

Default Value: true
Valid Values: true, false
Changes Take Effect: on the next interaction
Introduced: 9.0.017.00

Enables you to suppress logging from the URS Strategy Subroutines to reduce the volume of messages in the URS log files.

- `true` - Suppresses log messages from the following subroutines for the following actions:
  - GetActionFilters subroutine, while building a list of agent IDs for scoring.
  - ActivatePredictiveRouting subroutine, while building the scoring request and while parsing the scoring response before storing the returned agent scores in the global map.
  - ScoreIdealAgent subroutine, while updating the values of KVPs for the default scored agent.
  - GPRIxnCleanup subroutine, while building the score log request and while generating the content for the UserEvent message.
- `false` - No logs are suppressed; all messages are printed in the URS logs.

format-as-map

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

The ActivatePredictiveRouting subroutine supports two types of responses to, and score requests to, the Predictive Routing API, either containing both **list** and **list_ranks** fields or just the **list** field.

If set to **true**, the response and the score request to the Predictive Routing API contains two fields, **list** and **list_ranks**. The **list** field contains a JSON dictionary with agent employee IDs as the keys and agent scores for the current interaction as the values. The **list_ranks** field contains a JSON dictionary with agent employee IDs as the keys and agents ranked according to their scores in the target group as values.

If set to **false**, the response and the score request to the Predictive Routing API contains only the **list** field. The value of this field is a JSON list object, where the items in the list are JSON dictionary objects. Each dictionary item contains the fields: **id** (agent employee ID), **score** (the score that agent has for the current interaction), and **score_type** (the type of Model, Local or Global, used to compute the score). The list is sorted by agent score in decreasing order.

global-map-timeout

Default Value: 7200
Valid Values: (integer) any non-negative integer
Changes Take Effect: On the next interaction

Defines the time period, in seconds, during which supporting information about an interaction (such as the predictor name and ID, the model name and ID, the Predictive Routing operation mode, and the interaction time in queue) are stored in the Universal Routing Server (URS) global map. If option value is set to `0`, the records are stored indefinitely.

Important: To improve URS performance, agent scores are stored in the URS global map with a timeout value of `0` (indefinitely). To remove them, you must call the PrrIxnCleanup subroutine after the interaction has been successfully routed.

gpm-update-status-on-last-attempt

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next interaction

When set to `false`, the GPR result obtained in each routing attempt will be reported in the score log and user event. This indicates the routing integration in environments where the clear targets are enabled between routing attempts.

When set to `true`, the GPR result will be reported only after a target is selected and the gpmResult/gpmMessage is overridden to report results correctly. This indicates that the routing integration in environments where the clear targets are disabled between routing attempts.

> ### Important
>
> If an agent is selected without any GPR scores and the last scoring request was successful, the gpmResult is set to 10. If the agent is selected with a GPR score, the gpmResult is set to 1 regardless of the result of the final attempt.

log-to-api

Default Value: false

Valid Values: true, false
Changes Take Effect: On the next interaction
Discontinued: 9.0.018.01

Specifies whether logging is enabled to the Predictive Routing application REST API from the routing strategy. If the option value is set to **true**, the context of the interaction is submitted to Predictive Routing when the PrrIxnCompleted subroutine is called, before interaction is routed to an agent. If set to **false**, logging is not enabled.

minimum-available-agent

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect:
Introduced: 9.0.020.01
Related Options: use-minimum-available-agent

When Agent hold-out is enabled, the available agents are checked against the configured number of minimum available agents. If the number of available agents is greater than the available agents, the agent hold-out is enabled. If the number of agents is lower than the minimum available agents, the agent hold-out is disabled.

> ### Important
>
> This feature is applicable only:
>
> - when the clear targets is disabled
> - there is a different set of agents for each route attempt.

orig-connid-key

Default Value: None
Valid Values: Any valid user data key holding the original interaction connection ID
Changes Take Effect: Immediately

Defines a user data key that the Predictive Routing strategy must attach on initialization. It holds the original connection ID of an interaction, which is used to uniquely identify the interaction for the scoring engine. The ActivatePredictiveRouting subroutine checks for the presence of this key when it starts processing an interaction.

overload-control-timeout

Default Value: 1000
Valid Values: Any positive integer

Changes Take Effect: Immediately

Defines a timeout value that sets the maximum delay, in milliseconds, between the moment when URS receives an Event from T-Server and when URS starts to process the Event in the strategy. If the delay is greater than the value set in this option, Predictive Routing considers the URS application overloaded and temporarily turns off. Once the URS overload ends and the strategy is processing events within the limit defined by this timeout, Predictive Routing restarts.

password

Default Value: No default value
Valid Values: A valid password
Changes Take Effect: After restart

Specifies the password the ActivatePredictiveRouting subroutine in URS uses to connect to Genesys Predictive Routing.

platform-api-key

Default Value: No default value
Valid Values: Any valid Predictive Routing API key
Changes Take Effect: After restart

Specifies an access key that is used by the ActivatePredictiveRouting subroutine in URS to access the Genesys Predictive Routing API. To obtain the value of this option, open the **Accounts** tab in the Predictive Routing user interface and click the name of your account. The **API key** field appears on the **Account** configuration window. For details, see Configuring Accounts in the *Genesys Predictive Routing Help*.

platform-auth-url

Default Value: none
Valid Values: A valid Predictive Routing URL
Changes Take Effect: immediately

Specifies the Genesys Predictive Routing API authentication endpoint URL. This value is the host name of the server where you access Predictive Routing, followed by **/api/v2.0/authenticate**.

platform-base-url

Default Value: No default value
Valid Values: (string) A valid Predictive Routing URL
Changes Take Effect: After restart

Specifies the common substring of Genesys Predictive Routing API endpoint URLs. This value is the host name of the server where you access Predictive Routing.

You must specify **https://** in your base URL string.

platform-base-url

Default Value: No default value
Valid Values: (string) A valid Predictive Routing URL
Changes Take Effect: After restart

Specifies the common substring of Genesys Predictive Routing API endpoint URLs. This value is the host name of the server where you access Predictive Routing.

You must specify **https://** in your base URL string.

platform-logging-url

Default Value: none
Valid Values: (string) any valid URL
Changes Take Effect: On the next interaction

Defines the URL for logging the interaction routing score log and outcome results to the Predictive Routing web application REST API.

platform-request-timeout

Default Value: 5000
Valid Values: Any nonnegative integer
Changes Take Effect: On the next interaction
Introduced: 9.0.017.01

The timeout duration, in milliseconds, specifying how long Universal Routing Server (URS) should wait for a response from the GPR Core Platform after a GPR subroutine makes a request that the routing strategy sends to the GPR Core Platform. After this timeout expires, the subroutine logs a GPR error and URS continues to process the strategy.

This option overrides the URS **request_timeout** option, which has a default value of **0**. If the default value is set for **timeout_response** and, for some reason, GPR Core Platform does not respond correctly, URS waits indefinitely instead of proceeding with the strategy and the interaction is not routed.

platform-username

Default Value: No default value

Valid Values: (string) Any valid email address registered with Predictive Routing
Changes Take Effect: After restart

Specifies the username the ActivatePredictiveRouting subroutine in URS should use to connect to the Genesys Predictive Routing platform.

proxy-host

Default Value: No default value
Valid Values: Any string
Changes Take Effect: On the next interaction processed by GPR
Introduced: 9.0.017.00
Related Options: proxy-port, proxy-username, proxy-password

Specifies the name of the HTTPS Proxy host to which the GPR Subroutines should send the request to connect to the GPR Core Platform.

proxy-password

Default Value: No default value
Valid Values: any string
Changes Take Effect: on the next interaction processed by GPR
Introduced: 9.0.017.00
Related Options: proxy-host, proxy-port, proxy-username

Specifies the password to be used to connect to the HTTPS Proxy, if it requires client authentication to connect.

proxy-port

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: on the next interaction processed by GPR
Introduced: 9.0.017.00
Related Options: proxy-host, proxy-username, proxy-password

Specifies the HTTPS Proxy port to which the GPR Subroutines should send the request to connect to the GPR Core Platform.

proxy-username

Default Value: No default value
Valid Values: Any string
Changes Take Effect: on the next interaction processed by GPR
Introduced: 9.0.017.00
Related Options: proxy-host, proxy-port, proxy-password

Specifies the user name to be used to connect to HTTPS Proxy, if it requires client authentication to connect.

scoring-token-expiration

Default Value: 43200
Valid Values: Any positive integer
Changes Take Effect: Immediately

If configured, overrides the default token expiration time of 43200 seconds. For example, if set to `3600`, the token expires in the URS memory map in one hour, and a new token is requested from the Predictive Routing platform.

send-user-event

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

When set to **true**, the routing strategy used with Predictive Routing sends the EventUserEvent TEvent, which includes the following attributes:

- AttributeThisDN with a value indicating the virtual queue where the strategy is executed. This is set in the **[default].vq-for-reporting** option.
- AttributeUserData containing the Predictive Routing-specific key-value pairs which provide the foundation for reports on routing outcomes presented in Genesys Interactive Insights/GCXI.

The KVP data is stored in Genesys Info Mart, and is then available to the Genesys reporting suite and to Predictive Routing, which can use this KVP data to refine Predictor and Model performance.

For more information on creating reports based on Predictive Routing data, see Integrate with Genesys Reporting.

setreadycondition-agent-timeout

Default Value: 0 (seconds)
Valid Values: Any positive integer
Changes Take Effect: On the next interaction

Warning: If you need to change the value of this option, contact Customer Care to ensure that the value you specify is compatible with your environment.

Defines a timeout value for the maximum allowed idle time for a low-scoring agent. When this timeout value is reached, an agent who has been in ready state for longer than the `setreadycondition-agent-timeout` period is selected for next call irrespective of that agent score

compared to the threshold value.

udata-keys-to-exclude

Default Value: no default value
Valid Values: a list of KVP names to be excluded, separated by commas and no spaces
Changes Take Effect: within 24 hours

Use this option to exclude unnecessary user data keys from the scoring context.

Data is updated daily at 3 am UTC. A change in the value for this option takes effect at the next update, in no more than 24 hours.

use-double-selection

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether URS uses a double selection mechanism, applying a custom statistic when agents have the same score to select the target agent for an interaction.

If the Predictive Routing routing solution is configured to use the agent hold-out feature (the **[default-predictor].use-setreadycondition** option is set to **true**) and the **use-double-selection** option is set to **false**, when two or more agents are in ready state and have the same score for an interaction, the target agent for an interaction is selected at random. If the **use-double-selection** option is set to **true**, URS selects a target agent from a group of agents with equal scores based on a predefined statistic. This is a statistic passed as an argument to the SelectDN function by the routing strategy or one defined in an IRD routing block.

use-expandGroup

Default Value: true
Valid Values: true,false
Changes Take Effect:
Introduced: 9.0.021.00

When set to `true`, the **ExpandGroup** function will be called before calling the **GetSkillInGroupEx** function in the **GetActionFilters** subroutine.

use-minimum-available-agent

Default Value: false
Valid Values: true, false
Changes Take Effect:
Introduced: 9.0.020.01

Enable the use-minimum-available-agent feature.

use-vqid-identifier

Default Value: True
Valid Values: True, False
Changes Take Effect: On the next interaction
Introduced: 9.0.017.01

When set to **true**, the InteractionID value sent in score_log requests to the GPR Core Platform have the format <CallUUID_RPVQID>, where CallUUID refers to the AttributeCallUUID generated by T-Server/SIPServer for the interaction and the RPVQID KVP generated by URS.

When set to **false,** the InteractionID value sent in score_log requests have the format <CallUUID>, where CallUUID refers to the AttributeCallUUID generated by T-Server/SIPServer.

Note: Set this option to **false** only in the following scenarios:

- URS does not generate the RPVQID KVP, even when VQs are used for routing.
- The RPVQID value is not pushed to the mediation_guid column in the MEDIATION_SEGMENT_FACT table.

vq-for-reporting

Default Value: No default value
Valid Values: Any valid virtual queue or DN name
Changes Take Effect: Immediately

This option is mandatory.

Indicates the virtual queue or DN where URS sends the Genesys Predictive Routing (GPR) user event data describing the routing decision made for the interaction. The user event data, in the form of key-value pairs, is attached to EventUserEvent in the AttributeUserData attribute. This should be the same value as AttributeThis DN in the EventUserEvent event.

NOTE: The values for **VQ Number** (on the VQ `DN` object **General** tab), **VQ Alias** (on the VQ `DN` object **Advanced** tab), and the value for the **vq-for-reporting** option should all be identical.

For more information on creating reports based on Predictive Routing data, see "Integrate with Genesys Reporting" in the *Predictive Routing Deployment and Operations Guide*.