Genesys Predictive Routing

Predictive_Route_DataCfg

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Predictive_Route_DataCfg

Options for this component are contained in the following configuration sections:

- default
- default-predictor

> ### Tip
>
> In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.
>
> **Power users: Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
default	anon-agent-id	No default value	when the upload-dataset option is set to true for the corresponding dataset
default	anon-customer-id	No default value	when the upload-dataset option is set to true for the corresponding dataset
default	anon-salt	a hashed salt string	on initial Data Loader startup
default	deployment-type	hybrid	on initial startup of GPR
default	emergency-scoring-token	empty string	Immediately
default	enable-log-suppression	true	on the next interaction
default	format-as-map	true	Immediately
default	global-map-timeout	7200	On the next interaction
default	gpm-update-status-on-last-attempt	false	On the next interaction
default	log-to-api	false	On the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
default	minimum-available-agent	0	
default	orig-connid-key	None	Immediately
default	overload-control-timeout	1000	Immediately
default	password	No default value	After restart
default	platform-api-key	No default value	After restart
default	platform-auth-url	none	immediately
default	platform-base-url	No default value	After restart
default	platform-base-url	No default value	After restart
default	platform-logging-url	none	On the next interaction
default	platform-request-timeout	5000	On the next interaction
default	platform-username	No default value	After restart
default	proxy-host	No default value	On the next interaction processed by GPR
default	proxy-password	No default value	on the next interaction processed by GPR
default	proxy-port	0	on the next interaction processed by GPR
default	proxy-username	No default value	on the next interaction processed by GPR
default	scoring-token-expiration	43200	Immediately
default	send-user-event	false	Immediately
default	setreadycondition-agent-timeout	0 (seconds)	On the next interaction
default	udata-keys-to-exclude	no default value	within 24 hours
default	use-double-selection	false	Immediately
default	use-expandGroup	true	
default	use-minimum-available-agent	false	
default	use-vqid-identifier	True	On the next interaction
default	vq-for-reporting	No default value	Immediately
default-predictor	ab-test-gpr-off-period	0	On the next interaction
default-predictor	ab-test-gpr-on-period	0	On the next interaction
default-predictor	ab-test-time-slice	0	Immediately
default-predictor	context-id-key	No default value	Immediately
default-predictor	default-agent-score	0	On the next interaction
default-predictor	initial-threshold-timeout	0	On the next interaction processed
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
default-predictor	login-status-expression	no default value	On the next interaction
default-predictor	max-agent-occupancy-factor	0.5	On the next interaction
default-predictor	max-agent-occupancy-threshold	100.0	On the next interaction
default-predictor	max-score	100	On the next interaction processed
default-predictor	min-agent-occupancy-factor	2.0	On the next interaction
default-predictor	min-agent-occupancy-threshold	0.0	On the next interaction
default-predictor	platform-scoring-url	none	On the next interaction processed
default-predictor	priority-increment	1	On the next interaction
default-predictor	priority-init-interval	300	On the next interaction
default-predictor	priority-interval	10	On the next interaction
default-predictor	prr-mode	off	Immediately
default-predictor	score-base-threshold	0	On the next interaction processed
default-predictor	set-dynamic-priority	False	On the next interaction
default-predictor	setreadycondition-timeout	600 (seconds)	On the next interaction
default-predictor	threshold-relaxation-step	1	On the next interaction processed
default-predictor	threshold-relaxation-timeout	1	On the next interaction processed
default-predictor	use-action-filters	false	Immediately
default-predictor	use-agent-occupancy	false	On the next interaction
default-predictor	use-crm-query	true	Immediately
default-predictor	use-keepqueue	true	On next interaction
default-predictor	use-login-status	false	On the next interaction
default-predictor	use-setreadycondition	false	On the next interaction
Section	Option	Default	Changes Take Effect