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Predictive Routing - URS Strategy Subroutines

9.0.006.00

12/20/2025

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9.0.006.00

Predictive Routing - URS Strategy Subroutines Release Notes

9.x This is the first 9.x release of **Predictive Routing - URS Strategy Subroutines**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/17	General	Under Shipping Control				X

What's New

For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- Predictive Routing IRD strategy subroutines now utilize the URS TimeBehind[] function to detect when URS is overloaded and adjust their behavior accordingly. TimeBehind[] returns a value that indicates the delay, in milliseconds, between the moment an event is received from T-Server and when it is processed by URS for the current interaction. If the delay is more than 1000 milliseconds, URS is experiencing an overload and is unable to process interactions in a timely manner. In this case, the Predictive Routing IRD subroutines skip agent scoring and stop matching any new interactions passing through the ActivatePredictiveRouting subroutine. If you configured the strategy to hold out for higher-scoring agents, the hold-out is interrupted and interactions are distributed to agents as they become ready, regardless of agent score, until the overload condition ends.
- The Strategy Subroutines can now take agent occupancy into account when identifying the best target for an interaction. This functionality is controlled by the new **use-agent-occupancy** and **agent-occupancy-threshold** configuration options.
- Two new configuration options, **scoring-token-expiration** and **emergency-scoring-token**, enable you to customize how Predictive Routing handles the authentication tokens that enable the URS

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Strategy Subroutines to request agent scores from JOP.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.00.