

# Portfolio

**Note:** The documents linked here are all my own work as the sole writer for a new product.

## Documentation for hybrid deployments of Genesys Predictive Routing

In a hybrid deployment model, some functionality is accessed through the Genesys Multicloud CX cloud (formerly Genesys PureEngage Cloud) and the remaining components are deployed in the customer environment).

This repository contains copies of the following documentation:

- [Genesys Predictive Routing Deployment and Operations Guide](#)
- *Genesys Predictive Routing Staff Help (for internal users, downloadable from this repository)*
- [Genesys Predictive Routing Help \(for customers\)](#)

## Genesys predictive routing articles in the Genesys Cloud CX Resource Center

- <https://help.mypurecloud.com/articles/about-predictive-routing/>
- <https://help.mypurecloud.com/articles/predictive-routing-overview/>
- <https://help.mypurecloud.com/articles/predictive-routing-reference/>
- <https://help.mypurecloud.com/articles/predictive-routing-benefit-assessment/>
- <https://help.mypurecloud.com/articles/add-predictive-routing-to-your-organization/>
- <https://help.mypurecloud.com/articles/test-predictive-routing-for-your-queues/>
- <https://help.mypurecloud.com/articles/view-predictive-routing-comparison-test-results/>
- <https://help.mypurecloud.com/articles/activate-predictive-routing-on-a-queue/>
- <https://help.mypurecloud.com/articles/configure-timeout-for-predictive-routing/>
- <https://help.mypurecloud.com/articles/create-queues/> ("Specify routing method" and "Use predictive routing" sections)

## Blueprints

Blueprints are technical articles explaining how to solve a specific use case, usually integrating Genesys functionality with third-party applications. These are created by SMEs, usually developers. A technical writer then performs a substantive technical edit, that includes testing for missing or unclear procedures, revises it for documentation standards, clarity, and grammar, and reworks the diagram to comply with Genesys graphics standards. The following blueprints are ones I for which have been the technical writer:

- <https://developer.genesys.cloud/blueprints/automated-callback-blueprint/>
- <https://developer.genesys.cloud/blueprints/aws-lex-kendra/>
- <https://developer.genesys.cloud/blueprints/lambda-premise-blueprint/>