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Genesys Skills Management Automated Install and Upgrade Guide

Configuring Data Sources for Import

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Configuring Data Sources for Import

You can either set the WFM fields or a CSV file as a data source for importing OrgData. After you set the data source fields, you must map those fields to the user fields in Skills Management.

You can configure data source by using the following procedures:

- [Configuring WFM as data source](#)
 - [Mapping WFM data source fields to user fields](#)
- [Configuring CSV file as data source](#)
 - [Mapping CSV data source fields to user fields](#)