GENESYS™

Genesys Skills Management Automated Install and Upgrade Guide

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This guide provides instructions for installing/upgrading the Skills Management suite via the Skills ManagementSetup_v9.0.0.0.msi application.

[+] Note about Performance DNA in Genesys Engage cloud

As of March 2019, Performance DNA (PDNA) is only available as a Genesys Engage cloud product supporting hybrid architectures. This change is applicable to new customers only.

- If you are an existing Genesys Engage on-premises customer and are looking to add PDNA functionality, you can now use PDNA through a hybrid architecture with PDNA hosted on standalone cloud.

- If you are an existing PDNA on-premises customer, you can continue to use the software in an on-premises deployment. Security updates and hot fixes for critical defects will still be provided and you can still buy additional licenses if more are required.

- If you are interested in migrating from the on-premises version of PDNA to the Genesys Engage cloud version, contact your account representative.