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Genesys Training Manager Knowledge Base Articles

Org Data Setup

Org Data Setup

Software product name	Performance DNA
SLS Version Number	8.5.x and below
Subject	Org Data Setup

The aim of this document is to help complete and c during an install/upgrade.

Install/Configuration Steps

Customer provides a list of the fields that they have in WFM plus an indication of what they want.

Examples when working Genesys:

WfmID, Firstname, Lastname, EmploymentID, PositionName, PositionID, LMPositionID, Site, Team, Email

Examples when working Teleopti:

WfmID, Firstname, Lastname, EmploymentID, PositionName, PositionID, LMPositionID, Site, Team, Email, Optional column(s)