

## **GENESYS**<sup>®</sup>

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## Performance DNA Administrator Guide

Updating Base Data Definitions from a Spreadsheet

5/4/2025

## Updating Base Data Definitions from a Spreadsheet

Over time Base Data targets may change. After updating your Base Data Definitions spreadsheet to reflect these trends or business changes it is possible to copy and paste sections of the data to reflect the changes in Performance DNA.

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Select the Cells that have been updated in the spreadsheet and copy them.

From the Base Data Definitions grid select the first cell of the data range that is to be updated and paste the data using Ctrl+V.

|  |                 | _   | _    | _           | _           | _       |                  |
|--|-----------------|-----|------|-------------|-------------|---------|------------------|
| Name A                                     | Types           |     | •    |             |             |         |                  |
| Name                                       | Assessment Name | Min | Мак  | Threshold 1 | Threshold 2 | Flipped | Load Frequency N |
| ACD - ACHI Time                            |                 | 30  | 1.20 | 40          | 80          | ×       | Daily -          |
| ACD - AHT                                  |                 | 100 | 360  | 150         | 200         | 14      | Daily -          |
| ACD - Calls per Hour                       |                 | 5   | 25   | 10          | 28          |         | Delly -          |
| ACD - Hold Time                            |                 | 0   | 26   | 15          | 20          | 10      | Daily ·          |
| ACD - Talk Time                            |                 | 90  | 380  | 180         | 240         | - 10    | Daily -          |
| Adherence                                  |                 | 0   | 500  | 345         | 880         | 10      | Munthly          |
| Assessment - Identify Problems & Solutions |                 | 1   | 30   | 3           | 6           | - 60    | Daily -          |
| Assessment - Product Knowledge             |                 | 1   | 10   | 3           | 6           | - 60    | Daily            |
| Assessment - Product Offering              |                 | - 1 | 30   | 8           | 6           | 10      | Daily -          |
| Call Stats                                 |                 | 0   | 100  | 3.8         | 65          | 10      | Daily            |
| Calls                                      |                 | 40  | 150  | 60          | -80         | - 63    | Oally -          |
| Compilaints Resolved                       |                 |     | 500  | 365         | 330         | - 6     | Monthly          |
| CX - Clark                                 |                 | 1   | 30   | 3           | 6           |         | Delly -          |

| Kate                                      | Accessed Name | Min  | Mar. | Trenduction | ( lipper | ( load/impany) | Malipher | Age, Method | Part Period   |
|---|---------------|------|------|-------------|----------|----------------|----------|-------------|---------------|
| ACD-ACM Time                              | -30.000       | 100  | 140  | Trendwild L | <br>- 6  | Dely -         | 1        | Average     | White Value   |
| HCD-ART                                   | -30141        | 3.04 | 340  | Toreshold 1 | 10       | Dely -         | 1        | Average     | Which Salue   |
| ACD - Calls per Hour                      | - Norman      |      | 25   |             |          | Daily 1        |          | Annape      | Which Value   |
| ACD- male Time                            | -florer       |      | 26   |             |          | Munthly 1      | 1        | Arrage      | Whole Walket  |
| ACD- Tab Time                             | -Normali      |      | 100  |             |          | Manhing -      | 1        | Amage       | Whele Value   |
| Advertise                                 | - Norman      | -08  | 510  |             |          | Daily -        |          | Amage       | White Value   |
| Assessment - Mariting Problems & Solution | an - Suran    |      | 10   |             |          | Daily -        | -        | Annap       | White Salar   |
| Assessment - Product Encodedge            | -30.00        |      | 10   |             |          | Daily .        | 1        | Average     | Which Seles   |
| Assessment - Product Officing             | - None -      |      | 50   |             | - 12     | Daily 1        |          | Annap       | Which Weight  |
| Call State                                | -flores       |      | 100  |             | - 12     | Daily          | 1        | Average     | Whole Value   |
| Calls                                     | -Berger       |      | 150  |             | 10       | Daly           | 1        | Annap       | Whole Value   |
| Complaints Resultant                      | - Norman      |      | 600  |             | - 62     | Daily -        |          | Amage       | Million Value |
|   |               |      |      |             |          |                |          |             |               |

After checking for any validation errors click Save.