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About This Software

Genesys Skills Assessor allows companies to use a combination of online tests, self assessment, and observational feedback to assess the level of agent skills across their contact center. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses, and so on.

Centralizing agent skills information allows contact centers to build a skills DNA profile for each agent to identify:

- What are the must have and nice to have skills for each job type.
- Who really knows what across the contact center?
- Who has what skill and skill levels?
- Who requires what type of training and when.

Skills Route enables companies to create and manage multiple agents, skills, and skill level in Configuration Manager. Skill assessment results exported directly from Skills Assessor can be used to optimize multi-skilling and call routing, to ensure that the customer is always presented to the most knowledgeable agent available.

New Features in Release 8.0.x

The following changes have been made to Genesys Skills Assessor in release **8.0.167.00**:

- Preview area on the Branding widget – This allows the user to view the changes before committing them to the application.
 - Assessment Import and Export functionality – A user now has the ability to transfer assessments between Skills Assessor applications.
 - Skillsanalysis module – This widget allows the user to analyze a set of results to find the best correlations within these results. KPI data can also be imported in bulk from a spread sheet source using this widget. There's an option to save these correlations for further use and the ability to export them to CSV format.
 - Feedback Templates – The user can now save a set of Feedback answers in a template that can be re-used on other feedback questions.
 - Ability to print Whole assessments (via the context menu on the assessment node) – This feature gives the user the ability to print a whole assessment with all of its questions.
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The following changes have been made to Genesys Skills Assessor in release **8.0.153.03**:

- Support for customized Desktop Layout
- Support for cross-browser compatibility
- Support for assessments with images, media, and video
- Support for questions with an unlimited amount of answers
- Support for assessments created as subjective or objective, or a combination of the two
- Full hierarchy report visibility
- Assessment scores can be reported from team members lower in the hierarchy
- Ability to view the assessment scores at a content level and an overall assessment level
- Ability to define different pass marks at content level, rather than have one overall assessment pass mark
- Ability to export assessment results into Excel or CSV report format so they can be imported into Configuration Manager (through Skills Route) to maintain up-to-date skill levels
- Assessments can be assigned completion dates to manage user activity
- Assessments can be completed in stages—not as an all-or-nothing process
- Groups can be created to automatically manage assessments
- Skills Assessor is flexible enough to allow users to be assigned individual assessments, if required
- Individual questions can be linked to external content within an assessment
- Assessments can be linked to external content
- There are now a variety of question types that can be used to create an assessment:
 - Multiple Choice
 - Hotspot
 - Pick Correct Answer
 - Simple Text Answers
 - Numeric Answers
- Feedback can now be created with user-defined criteria for users to assess themselves against
- Feedback templates can be created and stored to use again
- A built-in question navigator allows you to skip to certain questions, if allowed.
- Assessments can be timed where the user has to complete the assessment from start to finish
- Individual questions can be timed and then could be used to track and manage AHT
- The question preview facility allows visibility of the scores achieved against each selected answer
- Questions can be weighted based on their importance.
- Individual answers can be weighted based on their importance
- Video clips can be viewed across browsers
- Administration reports are available to view all assessment results or create customized filters and templates
- Feedback reports allow visibility of what percentage of users selected which criteria to rate themselves against—this can be used to conduct surveys with immediate visibility of the results
- Feedback results can be viewed comparing how users rated themselves against any other users that provided feedback on them
- Skills Route can insert new agents into Configuration Manager
- Skills Route can manage agents groups in Configuration Manager
- Skills Route can add new skills into Configuration Manager
- Skills Route can manage multiple agent skills in Configuration Manager
- Skills Route can manage multiple agent skill proficiency levels in Configuration Manager

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the installation files for the software.

Documentation

Product manuals and release notes are available on the Genesys [Technical Support website](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

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Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Skills Assessor 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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