



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

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About This Software

Genesys Training Manager allows companies to create, manage, and schedule multiple agent training activity and team meeting and one-to-one's automatically in WFM. The training scheduling process can include rooms and trainers or any combination of agent, room, and training. For team meetings and one-to-one's, this automatically includes the manager. A browser-based Web portal comes as part of the application allowing visibility of the scheduled training and meeting activity together with any other details available, for example, reason for the training, room, trainer, and any pre-training work if required. The trainer updates attendance through their online attendance register, which they access directly through their web portal. This automatically updates Training Manager with who has attended, and where there are any non-attendees these can be "mopped-up" automatically as part of the scheduling process.

New Features in Release 8.0.x

The following changes have been made to Genesys Training Manager in release **8.0.256.00**:

- Ability to toggle on/off the retrieval of Red/Green flags from Genesys WFM (there is an icon in the bottom-right hand corner of the main window which you click to toggle). When turned off the load on Genesys WFM will be somewhat lighter.
 - In the Configuration Utility, there is an extra option to configure the SOAP timeout to Genesys WFM (in milliseconds, for example, 25000 = 25 seconds for each call).
 - The User Selection screen now works "on-demand" rather than trying to load all Teams/Agents at once.
 - Modified the server-side licensing tables. Created a new Database table which can store multiple licenses for each IIS box.
 - When exporting a ListView, the Group names now appear in the exported CSV file.
 - Added the ability to cancel a Publish or Remove of Exceptions.
 - Added "Please Wait" box when Completion Status reports are shown.
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The following changes have been made to Genesys Training Manager in release **8.0.025.00**:

- Automated team meeting and one-to-one scheduling support
- Ability to associate managers to teams
- Manager configuration, working schedules support
- Enhanced trainer configuration—working days and hours
- Enhanced trainer hierarchy
- Trainer visibility of colleagues web portal calendar
- Team managers web portal view
- Web portal enhanced calendar views with write/drag and drop functionality (excluding agents.)

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.

templates

Contains the application templates used for configuration.

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.

[Return to Top](#)

Technical Support

Contacting

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 Training Manager 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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[Return to Top](#)

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[Return to Top](#)