



**Genesys Skills Assessor 8.0**

# **Installation Guide**

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Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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## Chapter

# 1 Preface

Welcome to the *Genesys Skills Assessor Installation Guide*. This Installation Guide describes how to install and configure the components of this product.

This document is valid only for the 8.0.1 releases of this product.

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**Note:** For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

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For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 9](#).

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## About Genesys Skills Assessor

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 centre. 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 centres 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 centre?
- Who has what skill and skill levels?
- Who requires what type of training and when.

Skillsroute 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.

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## Intended Audience

- This document is primarily intended for system administrators or other individuals who install the Genesys Skills Assessor.

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## Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to [Techpubs.webadmin@genesyslab.com](mailto:Techpubs.webadmin@genesyslab.com).

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

## Contacting Genesys Technical Support

If you have purchased support directly from Genesys, contact Genesys Technical Support at the following regional numbers:

Region	Telephone	E-Mail
North America and Latin America	+888-369-5555 (toll-free) +506-674-6767	<a href="mailto:support@genesyslab.com">support@genesyslab.com</a>
Europe, Middle East, and Africa	+44-(0)-1276-45-7002	<a href="mailto:support@genesyslab.co.uk">support@genesyslab.co.uk</a>
Asia Pacific	+61-7-3368-6868	<a href="mailto:support@genesyslab.com.au">support@genesyslab.com.au</a>
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868	<a href="mailto:support@genesyslab.com.au">support@genesyslab.com.au</a>
India	000-800-407-436379 (toll-free) +91-(022)-3918-0537	<a href="mailto:support@genesyslab.com.au">support@genesyslab.com.au</a>
Japan	+81-3-6361-8950	<a href="mailto:support@genesyslab.co.jp">support@genesyslab.co.jp</a>
Before contacting technical support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		

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## Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

- The *Framework 8.0 Configuration Manager Help*, which will help when using Configuration Manager.

### Genesys

Consult these additional resources as necessary:

- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library CD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

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# Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthand for particular kinds of information.

## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

```
42gp_icg_aspect-wfm_08-2010_v4.2.001.01
```

You will need this number when you are talking with Genesys Technical Support about this product.

## Screen Captures Used in This Document

Screen captures from the Configuration Manager graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the GUI; the error would not be corrected in any accompanying text.



## Type Styles

The Type Styles table describes and illustrates the type conventions that are used in this document.

### Type Styles

Type Style	Used For	Examples
<p>Italic</p>	<ul style="list-style-type: none"> <li>• Document titles</li> <li>• Emphasis</li> <li>• Definitions of (or first references to) unfamiliar terms</li> <li>• Mathematical variables</li> </ul> <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets below).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p><i>A customary and usual practice</i> is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, <math>x + 1 = 7</math> where <math>x</math> stands for . . .</p>
<p>Monospace font (Looks like teletype or typewriter text)</p>	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> <li>• The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages.</li> <li>• The values of options.</li> <li>• Logical arguments and command syntax.</li> <li>• Code samples.</li> </ul> <p>Also used for any text that users must manually enter during a configuration or installation</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>

	procedure, or on a command line.	
Angle brackets (<>)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p><b>Note:</b> In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<pre>smcp_server -host &lt;confighost&gt;</pre>



## Chapter

# 2 Installation Guide

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## Required Files

- Vanilla database backup file (SkillsAssess.BAK).
- Application Files (All Files and folders in the IP directory).

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## Prerequisites

- SQL Database Server (2000 standard edition or higher)
- IIS Web Server (IIS6 or higher)

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## Database Installation

Copy the database backup file SkillsAssess.BAK to a location on your SQL Server. This .BAK file contains a vanilla database for the Skills Assessor application. You must restore this onto your SQL Server.

When restoring the database you could name the data file as SkillsAssess.mdf and the log file as SkillsAssess\_log.ldf. Name your database SkillsAssessor.

You should create a SQL username to allow connections to the new SkillsAssessor Database. For example, you could set up a username called sIs as with the Training Manager application.

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## File Installation

On IIS - Copy the Folder SkillsManager to a suitable working location on your IIS Server. You will need to ensure that IIS has the appropriate permissions to access and run applications on these folders.

**NOTE:** For simplicity you may want to copy these folders under the C:\inetpub\wwwroot folder in your lab/demo environments as IIS may already be configured to run scripts from there.

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## Internet Information Services (IIS) Configuration

1. Go to your IIS Server.
2. Open IIS and right-click on the Default Web Site Node.
3. Select New -> Virtual Directory.
4. Click Next.
5. Under Alias, enter SkillsAssessor and click Next.
6. Under Virtual Application permissions, make sure Read and Run Scripts are ticked.
7. Browse for the Skills Manager Folder and select it.
8. Click Next and Finish to create the Webservice.

You should now have a screen similar to the one below in Figure 1.

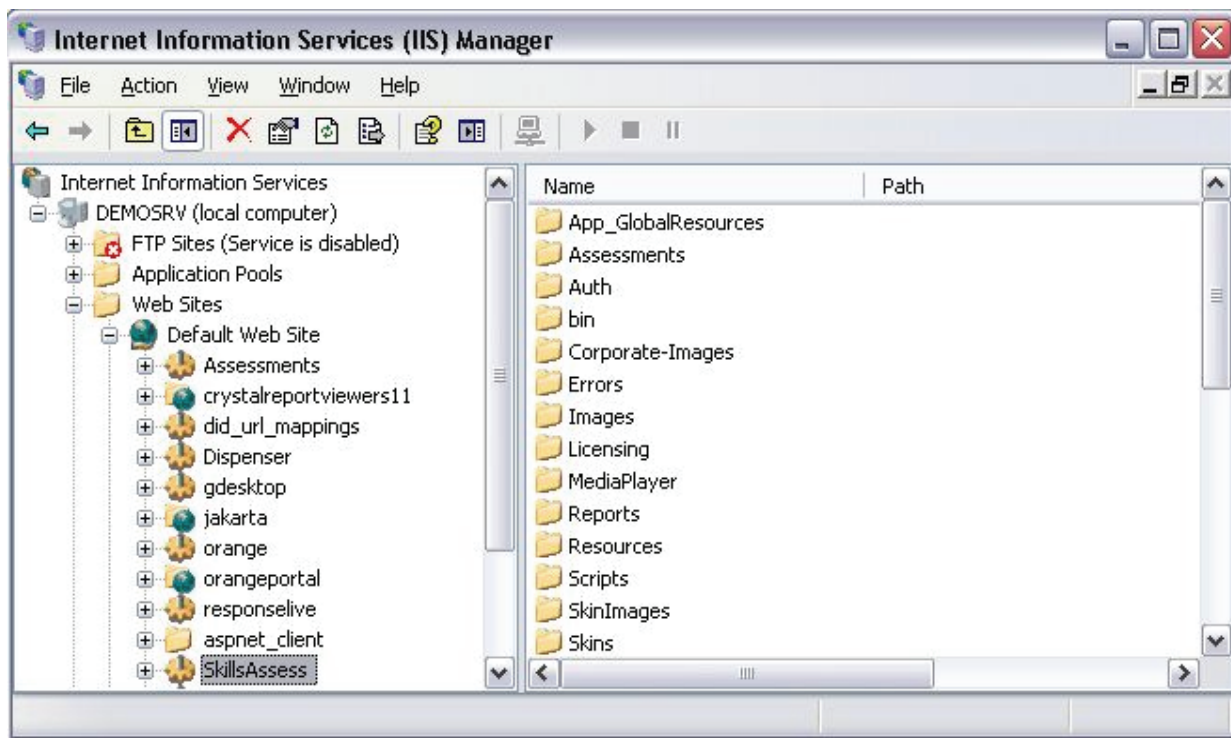


Figure 1: Internet Information Services (IIS) Manager

9. Right-click on SkillsManagerWS in IIS and go to the Documents Tab.
10. Ensure the Enable Default Content Page is ticked.
11. Under this, make sure that the Default.aspx is included in the list. See Figure 2.

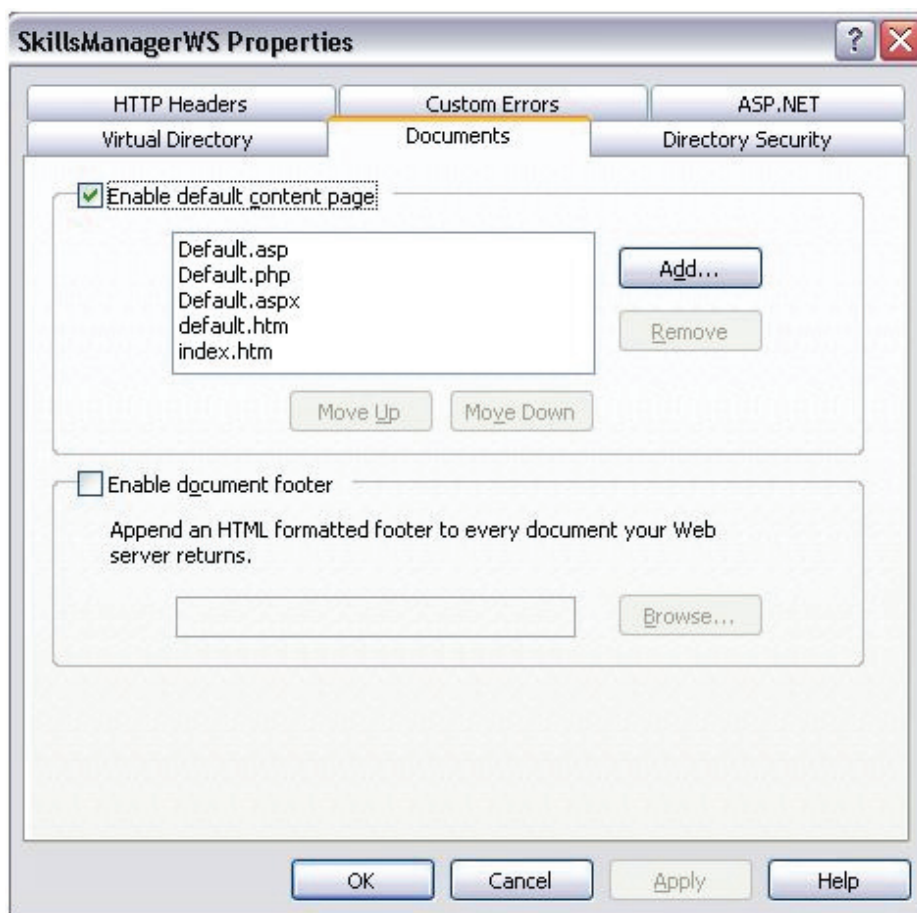


Figure 2: SkillsManager WS Properties Dialog Box

Finally, check that the ASP.NET tab has the version set to 2.0 and press OK.

## Configuration File

The WebSettings.Configuration file contains configuration options for you to specify.

1. Create a folder called `SkillsAssessor`.
2. Create a folder in the `SkillsAssessor` folder called `QMedia`. This folder stores any audio, images, or video files.
3. Create three additional folders within the `QMedia` folder named as follows:
  - `Audio`
  - `Images`
  - `Video`
4. Edit the `WebSettings.configuration` file to indicate where these folders are located. An example is shown below where the folder is stored as follows:

`C:\WebsiteData\SkillsAssessor\QMedia\`

```
<!-- Media Paths -->
<MediaPaths>
  <QuestionMedia>
    <GenesysSalesAcademy Type="PhysicalDirectoryPath" Flags="w">C:\WebsiteData\SkillsAssessor\QMedia\</GenesysSalesAcademy>
  </QuestionMedia>
  <Audio Type="VirtualDirectoryPath">~/QMedia/Audio/</Audio>
  <Video Type="VirtualDirectoryPath">~/QMedia/Video/</Video>
  <Images Type="VirtualDirectoryPath">~/QMedia/Images/</Images>
  <Nudges Type="VirtualDirectoryPath">~/QMedia/Nudges/ </Nudges>
</MediaPaths>
```

5. Go back to IIS and allow it to access `QMedia`.
6. Open IIS and select the `SkillsAssessor` Website you created earlier.
7. Right-click on `SkillsAssessor` in IIS, and select `New -> Virtual Directory`. See Figure 3.



Figure 3: Virtual Directory Creation Wizard Dialog Box

8. Click **Next** and select the location of the **QMedia** Folder. Click **Next** again and then **Finish**.

Finally, if you are using IIS6 (NOT IIS7) then you need to configure IIS to run Flash Media files.

9. In IIS6, right-click on the **SkillsAssessor** node and select properties.
10. Go to the **HTTP Headers** tab and select **MIME Types**.
11. Select **New** and then the following. See Figure 4.





Figure 4: MIME Type Dialog Box

12. Press OK and apply the settings.

For demo (or test) purposes, the Application Files come with a single JPG image.

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## License Key

Based on the above installation example, you should now be able to launch the application by going to <http://localhost/SkillsAssessor>.

You will need a 25-digit license key that is based on the following information:

- Company Name
- License Expiry Date
- Number of users
- Hostname (where the application has been deployed to)

When the application is first launched, a basic login is provided – both the username and the password is `demo`. You should change the password once you have activated the key to protect your system login. Once you are logged in you should select (or add) the License Widget and then enter in the relevant Licensing details. See Figure 5.

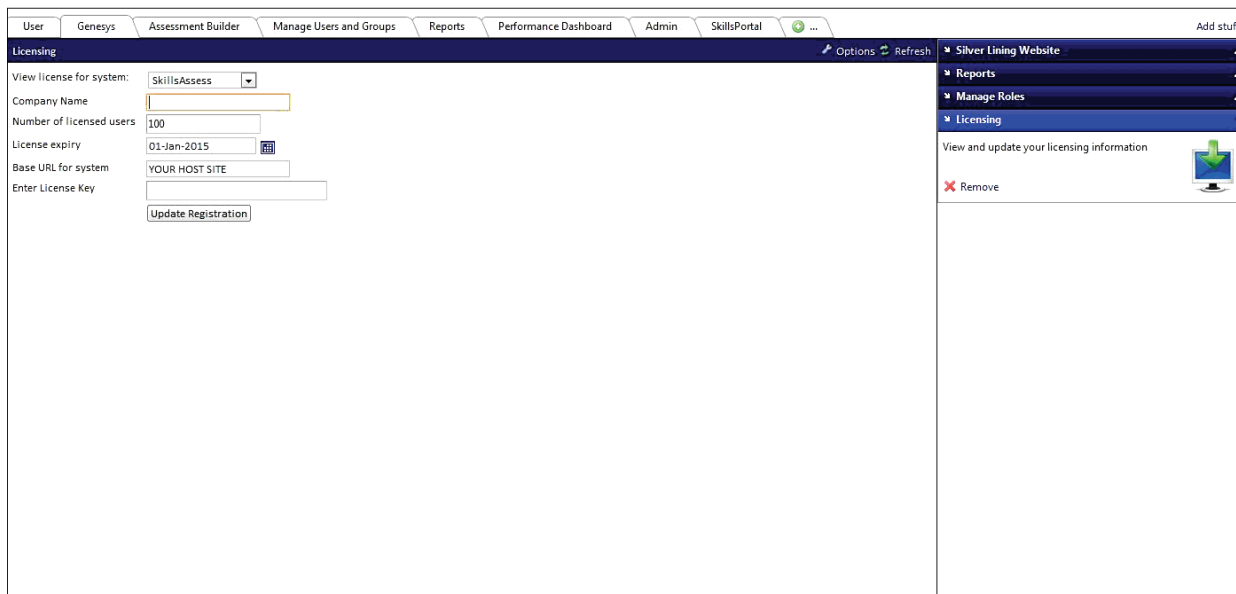


Figure 5: Licensing Dialog Box

You will need to contact Genesys to obtain your License key and then enter it in this widget.