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About This Software

This CD contains Genesys Skills Management software. Genesys Skills Management is comprised of two components: Performance DNA and Genesys Training Manager. These products have a common installer that quickly and easily installs both products.

Performance DNA

Performance DNA aids companies in improving the performance of their employees. It 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 other operations systems such as CRM sales data, Learning Management System courses, and so on.

Skill assessment results exported directly from Performance DNA can be used to optimize multi-skilling and call routing, to ensure the customer is always presented to the most knowledgeable agent available.

Performance DNA allows system users to combine assessment scores with additional business KPIs to produce DNA values for each agent. KPIs and assessment scores can be weighted as they are combined to provide a more realistic overall score, allowing customers to say which KPIs and assessments are more important than others. The DNA scores can then be used to drive assignment of training and future coaching or learning material.

Genesys Training Manager

Genesys Training Manager allows organizations to create, manage, and schedule multiple agent training activities, team meetings, and one-to-ones, automatically in Genesys Workforce Management (WFM), controlling any performance impact.

Training Manager uses business configurable performance constraints to identify the optimum time to schedule training and / or meetings, taking into account the required resource availability.

The training scheduling process can include any combination of agent, room, and trainers, with the agent availability taken directly from WFM. A browser based training portal is provided as a part of the application, which individuals, with the exception of agents, use to keep their unavailable time up to date. Training Manager takes into

account this unavailable time together with their working hours to schedule in any training or meeting activity. Team meetings and one-to-one's are scheduled automatically, taking into account the manager's availability.

The browser based training portal provides visibility of the scheduled training and meeting activity and includes any other details available, such as the reason for the training, which room, which trainer, and any pre-training work required. The trainer updates attendance via their online attendance register, which they access directly through their training portal. This automatically updates Training Manager with attendance and any non-attendance for rescheduling, giving visibility of how close to completion the required training activity is, assessments, and produces a more effective learning strategy. Additionally the DNA scores can be used to drive routing skills to further enhance skills based routing.

New Features in 9.0.x

Some of the primary new features added in the 9.0.101 Genesys Skills Management release are:

- Performance DNA can now be configured to provide routing information to Predictive Routing.
- Ability to use individual Questions from Assessments as components of DNA strands.

Some of the primary new features added in the 9.0.100 Genesys Skills Management release are:

- Improvements in multi-tenancy functions.
- New API allows loading and updating Org Data.
- Enhancements in authentication supports OAuth2 and SAML2 authentication methods.
- A new user interface for Org Data configuration.
- Supports embedding MicroStrategy dashboards in Performance DNA.
- Supports eServices integration to push content to a Web Service Capture Point.

Some of the primary new features added in the 9.0.000 Genesys Skills Management release are:

- Renaming Genesys Skills Assessor to Performance DNA.
- SQL Server Analysis Services is no longer required.
- All DNA screens and functionality have been significantly updated.
- Enhancements to DNA and Calculated Component Calculations.
- Enhancements to DNA Building, Data Collection and Management.
- Enhancements to Analysis and Presentation of DNA Data.
- New and improved default branding.
- Several bug fixes to improve the user experience.

Directories on This CD

documentation

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

GenesysSkillsManagement

Contains the installation and related files for the software.

Documentation

Product documentation is provided on the [Genesys Documentation Website](#), and the Documentation Library DVD that is shipped on request with your software.

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

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with through Customer Care Centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web. For complete information on how and when to contact Customer Care, read the [Genesys Care Support Guide for On-Premises](#). Please tell the Customer Care representative that you are a Genesys Skills Managements 9.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys Documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

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

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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