

**Genesys Skills Assessor 8.0** 

# **Administrator 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 Administrator Guide*. This Administrator Guide has been designed to walk the user through how to use and navigate the Skills Assessor application.

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

**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 <u>orderman@genesyslab.com</u>.

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

### **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 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.

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.

#### **Intended Audience**

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

#### **Making Comments on This Document**

If you especially like or dislike anything about this document, feel free to e-mail your comments to <u>Techpubs.webadmin@genesyslab.com</u>.

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
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Europe, Middle East, and Africa	+44-(0)-1276-45-7002	<u>support@genesyslab.co.uk</u>
Asia Pacific	+61-7-3368-6868 (International)	<u>support@genesyslab.com.au</u>
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868 (International)	<u>support@genesyslab.com.au</u>
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Japan	+81-3-6361-8950	<u>support@genesyslab.co.jp</u>
Before contacting technical support contact information and procedur	ort, refer to the <i>Genesys Technical</i> ses.	Support Guide for complete

#### **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 <a href="http://genesyslab.com/support">http://genesyslab.com/support</a>.

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 <u>http://genesyslab.com/support</u>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at <u>orderman@genesyslab.com</u>.

#### **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
Italic	<ul> <li>Document titles</li> <li>Emphasis</li> <li>Definitions of (or first references to) unfamiliar terms</li> <li>Mathematical variables</li> <li>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).</li> </ul>	Please consult the <i>Genesys</i> <i>Migration Guide</i> for more information. Do <i>not</i> use this value for this option. A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for
Monospace font (Looks like teletype or typewriter text)	<ul> <li>All programming identifiers and GUI elements. This convention includes:</li> <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> <li>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</li> </ul>	Select the Show variables on screen check box. In the Operand text box, enter your formula. Click OK to exit the Properties dialog box. T-Server distributes the error messages in EventError events. If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls. Enter exit on the command line.

Angle brackets (<>)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.	smcp_server -host ≺confighost≻
	<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.	



Chapter



## **Overview**

This Administrator Guide will walk you through how to administer Skills Assessor from building the hierarchy to creating assessments and viewing the results.

# **Logging On**

When you first access the application you will be presented with a screen similar to the one below (the format of the actual screen will depend on whether this has been customized).

GENESYS Material and Alexandre		Genesys Skills Assessor
Welcome Welcome To login, enter your User	Name and Password below	
	etails	agin

Enter the unique log on and password and click on 'Continue'.

The administration screen will be presented after logging in, similar to the example below. The tabs available will depend on what has been defined in the user role template and this will be explained in more detail later in the document. In the example below this user has been configured to Manage Assessments and also take assessments as a User and therefore has those two tabs available. The Tabs at the top of the home page are customizable and additional ones can be created.

An Administrator usually has full access to Skills Assessor which could also include user (or agent) permissions, as per the example below.

ENESYS'				Genesys Skills Assesso
ello, Gerry Cafolla				Logout
My Development Reports Manage Groups & Users System Settings	Manage Assessments	<b></b>		Add stuff.
/ Development		J (	Options 🛸 Refresh 🕑	≥ My Development ∽
Assessments (by Group) Assessments (by Date) Feedback on other users (3)	\ \			vew your progress through the
roup Name	Date By	% Complete	% Average	assessments that have been assigned to
ew Starters Q4 2009		41.18	0.00	you, and take any that are outstanding
isurance Knowledge		41.18		× Remove
onsumer Sales		36.52	0.00	
Nortgage Selling			0.00	$\mathbf{X}$
		30.39	0.00	
ealth Care New Starters		18.75	0.00	Expand or reduce th
kills Mauritius			0.00	
enesys New Group		50.00	25.00	window to view the
HS est Group		50.00 58.92	0.00 27.80	available functionali
est group		50.00	0.00	available functionali
			0.00	(Widgets)

The right hand side window is expandable to show the functionality (or widget/s) associated to the tab. In the above example the tab open is Administrator and there are 2 widgets or functionality associated:

- Licensing
- Manage System Settings.

The application has been developed to allow the user the flexibility to individually customize their home page.

#### **Manage Hierarchy**

If the hierarchy is maintained through integration into a HR system or by importing data, there will be no requirement to manually make any changes as this will be managed automatically.

Select the 'Manage Hierarchy' option to create and manage the hierarchy. The hierarchy structure automatically gives visibility of any subordinate assessment results in the 'Report' widget.

The top position in the hierarchy cannot be deleted, however additional positions can be created and inserted into the hierarchy by right clicking on the position and then dragging it to under the new position.

NESYS Anticide (search)						Genesys Skills As	ssess
illo, Gerry Cafolla							Logo
Vy Development Reports Manage Groups & Users nage Users & Hierarchy	System Set	tings \ Manage Asse	essments 🔪 💿 🔪	/ Ontions	Refresh 📀	▶ Manage Groups	Add st
CEO	~			o puons :	Neiresir 🥥	Manage Roles & Widgets	
Bob Andrews						Manage Users & Hierarchy	
<ul> <li>Contact Centre Training Manager</li> <li>Peter Ardon</li> </ul>						Define the structure of your organisation and manage the users within it.	<b>₽</b>
Contact Centre Team Leader - Green Team Frankie Davies						× Remove	
<ul> <li>Green Team Agent</li> <li>Bob Baxter</li> </ul>	=	Search for user:	Go		~	≌ Reset Tests	
<ul> <li>Green Team Agent Jane Doe</li> </ul>		123 Pagelo	f 3, items 1 to 10 of 27.	_			
<ul> <li>Green Team Agent</li> <li>Helen Jackson</li> </ul>		Login ID Tanderson	First Name Thomas	Last Name Anderson			
<ul> <li>Contact Centre Team Leader - Blue Team</li> </ul>		bandrews	Bob	Andrews			
Thomas Anderson (+ 2 others)		pardon	Peter	Ardon			
Director of Customer Communications / Experience		bbaxter	Bob	Baxter			
Carly Maplin		Hayley	Hayley	Binns			
Administrator	~	dbraun	Dirk	Braun	~		
Hayley Binns	×.	demo	Gerry	Cafolla			

To create a new position, right click on a position in the hierarchy and select 'New Position.



The position will then appear in the hierarchy.



Right click on the new position and the option is then available to rename the position.

o, Gerry Cafolla				Le
Development Reports Manage Groups & Users System Setting	gs 🔰 Manage Assessments 🔰 💿			Ad
age Users & Hierarchy			🕹 Opt	tions 🤹 Refres
CEO	Users in position New			~
Bob Andrews	Login ID	First Name	Last Name	
Contact Centre Training Manager	No records to display.			
Peter Ardon				
New position				
Rename     Cont Rename     ream				
Cont Rename Fran Fran K Remove position	Search for user:	Go		<u>×</u>
T Gran				——————————————————————————————————————
Hele Edit user details		f 3, items 1 to 10 of 27.		
E Cont Refresh am	Login ID	First Name	Last Name	
Thomas Anderson (+ 2 others)	Tanderson	Thomas	Anderson	=
Director of Customer Communications / Experience	bandrews	Bob	Andrews	
Carly Maplin	pardon	Peter	Ardon	
Administrator	bbaxter	Bob	Baxter	
Hayley Binns	Hayley	Hayley	Binns	

To assign a user to the position click on the user from the user selection box and right click selecting 'Add to position'.

ello, Gerry Cafolla				Logo
My Development Reports Manage Groups & Users System Settings	Manage Assessments 🛛 💿			Add st
anage Users & Hierarchy			*	Options 🛸 Refresh
CEO Bob Andrews Contact Centre Training Manager Peter Ardon New position Contact Centre Team Leader - Green Team Contact Centre Team Leader - Green Team	✓ Users in position I Login ID No records to disp	First Name	Last Name	
Frankie Davies	Tanderson	Thomas	Anderson	<u> </u>
📧 Green Team Agent	bandrews	Bob	Andrews	≡
Bob Baxter	pardon	Peter	Theon	
Bob Baxter  Green Team Agent Jackie Button (+ 1 other)	bbaxter	Bob	Baxter	
🛎 Green Team Agent			Baxter Binns Braun	=
Green Team Agent     Jackie Button (+1 other)     Green Team Agent	bbaxter Hayfey doraun dram Add to	Bob Hayley	Baxter Binns	=

The hierarchy is usually created prior to receiving the application; however this will have to be maintained.

Any new users can be created manually and then assigned to the relevant position(s) in the hierarchy.

If there are any structure changes these can be amended in the hierarchy and then the users assigned to the positions.

If any new positions need to be created and slotted into an existing structure, this can be amended by creating the position and then clicking on the existing position and dragging it on top of the new position. The hierarchy will automatically be amended to include this new position.

# **Creating and Managing Users**

If the hierarchy is maintained through integration into a HR system or by importing data, there will be no requirement to manually make any changes as this will be managed automatically.

To create a new user, right click on the unassigned user's position and select 'Edit user details'



A window is then presented which will list any users that have been created in Skills Assessor and have not been assigned to a position, together with the 'Create New User' option.

GENESYS MILIONICIAN FORMAT				Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manage Users & Hierarchy	Manage Groups & Users System	settings Manage Assessments 🕻	<b>)</b>	Logout Add stuff. ✔ Options ≒ Refresh ④
Create New User  Create New User  Dirk Braun Bernard Downes User 29 New User 38 New Charlie Pugash Theress Ricky Dee Ross John Smith Danny Wallace				

Click on 'Create New User' and a message will be presented to confirm that a new user is being created.

Click on 'OK' to continue.



A template will be presented as per the example below.

Enter the information as required and select 'Apply' to save the new user details.

ENESYS ello, Gerry Cafolla		Genesys Skills Asses
	ups & Users System Settings Manage Assessments 💿	Add :
Genesys Skills Assessor		
Create New User Dirk Braun Bernard Downes User 29 New User 33 New User 38 New User 38 New Charlie Pugash Theresa Ricky Dee Ross Joanny Wallace	Edit User Details     Assign Assessments       Login ID     User 38       Last Name     New       First Name     User 38       Function     Department       Coato on     Coatoon       Cost Centre     Email       Validating system:     SkillsAssess IV       New Password     Is user archived?	

The newly created user will then be visible within the unassigned user list in the left hand side window available to be assigned to a position.

## **Managing User Permissions**

User permissions and therefore what functionality is accessible is specified and managed in the 'Manage Roles' widget.

In the example below the 'Manage Role' widget is available in the Administrator tab. By expanding the functionality or Widget window; this allows visibility of what other functionality is available.

In this example there are 4 Roles and additional Roles can be created if required.

Against each role is a visible count of the number of users and widgets associated to the role.

GENESYS Hello, Gerry Cafolla My Development Reports Manage Groups & Users System S	ettings 🔪 Manage Assessments 🔪 💽 🔪		Genesys Skills Assessor Logout	
Manage Roles & Widgets       List of roles:     User       Vidget       Count       Count       Count       Count       Count       Count       Count       Manager       7       4       Test       0       User       14	Users     Widgets     Template Tabs       Users in role:     Search     Hierarchy       Search for user:     Go     1       1 2 3     Login ID     First Name       Tanderson     Thomas       bandrews     Bob       pardon     Peter       bbaxter     Bob       Hayley     Hayley       dbraun     Dirk	Options Refresh      Control Contro Control Control Control Control Control Contr		Click on the required Widget to view the functionality and information.

# **Defining, Creating and Managing Roles**

The next pages will demonstrate how to create and manage the User role, which is the same for each role.

By selecting the 'User' role, any users associated will appear in the 'Users' window.

						Log
Development     Reports	Manage Groups & Users	System Settings \ Manage As:	sessments 🛛 🗿 🕽	🧪 Options 🛸 F	efresh 📀 🎽 Manage Gr	Add :
age Roles & Widgets .ist of roles:	User Widget		~	Options # F		oups oles & Widgets
	Count Count	Users Widget	is 🔪 Template Tabs			
Administrator	Filter 3 16	Login ID	First Name	Last Name		iles within your organisation, ich widgets are visible to each
		bbaxter	Bob	Baxter	role	_
Assessment Designer	0 1	demo	Gerry	Cafolla		
vlanager .	7 4	fdavies	Frankie	Davies	× Remove	
est	0 2	Jose	Jane	Doe	Manage Us	ers & Hierarchy
Jser	14 3	Search Hieran			¥ Reset Test	s
		Search for user:	Go	Page 1 o	<b>^</b>	
		Login ID	First Name	Last Name		
	User	Tandesson	homas	Anderson	=	
	selection	bandrews	Bob	Andrews		
		pardon	Peter	Ardon		
	window	bbaxter	Bob	Baxter		
		Hayley	Hayley	Binns		
		dbraun	Dirk	Braun	~	
				Search Hierarc	hy Go	
				Search for user:	Go	Page 1 of 3
				Search for user:	-	Last Name
				Search for user: 1 2 3 Login ID Add s	Go	Last Name Anderson
				Search for user: 1 2 3 Login ID Fanderson Add s Find	Go First Name elected user(s)	Last Name Anderson Andrews
				Search for user: 1 2 3 Login ID Friderson Bandrews Add s	Go First Name	Last Name Anderson
				Search for user: 1 2 3 Login ID Fanderson Add s Find	Go First Name elected user(s)	Last Name Anderson Andrews
				Search for user:       1     2     3       Login ID     3       Seandrews     Add s       Bandrews     Find u       pardon     Find u	Go First Name elected user(s) user in hierarchy	Anderson Anderws Ardon

Additional users can be assigned by clicking on the individual in the user selection window and then right click and select 'Add selected user(s)'. Once the user has been selected they will appear in the 'Users in role User' window.

There is also a search facility to quickly select the individual rather than having to go through each page to find them manually.



Enter the name of the individual to be selected in the search box and then click on 'Go'.

A list of possible individuals will then be presented to select from. There is also the option to search for a user in the hierarchy. Select 'Find user in hierarchy'.

Search Hierar	chy		
Search for user: doe	Go		^
Login ID	First Name	Last Name	
jdoe Add select Find user in	ed user(s) n hierarchy	Doe	~

Visibility is immediately given of where the user is situated in the hierarchy in the user selection window, as per the example below

Search Hierarchy	
ECO CEO	^
Bob Andrews	
🗃 Contact Centre Training Manager	
Peter Ardon	≡
alane Roc	
😠 Contact Centre Team Leader - Green Team	
Frankie Davies	
📻 Green Team Agent	
Helen Jackson	
- Contract Contract London - Dhua Tarawa	×

## **Widgets**

There are 16 widgets available:

- Admin Reports There are 3 administrator reports currently available:
  - User Result Detail this will report the user results by assessment down to question level with the option to export the information.
  - User Feedback Response Percentages this will report the percentage of users who selected which criteria
  - Question Response Summary gives an overall summary by assessment at question or criteria level, of what percentage of users selected which answer or rating
- Branding used to change the branding on the application e.g. color and logo.
- Feedback Model this allows feedback models to be created, for example, 'Self & Manager' 'Self, Manager & Peers' and so on. When a feedback assessment is created using once of the feedback models once it has been assigned to a user it will automatically assign the assessment to the 'model' such as manager or peer.
- Feedback Report this report displays how individuals or combination, that is, manager and individual, have rated themselves against specific criteria.
- Import and Export Assessments allows the importing and exporting of assessments.
- Knowledge Nudge Report this reports on the time and usage of Knowledge Nudges.
   Knowledge Nudges are reading material associated to specific assessments and a user has to access the Knowledge Nudge before taking the assessment.
- Licensing gives visibility of the license information which includes the number of licences and the expiry date.
- Manage Assessments -- this is where the assessments are created.

- Manage Groups Groups are created in Skills Assessor for the purpose of managing which assessments specific groups of users are required to take.
- Manage Roles and Widgets This widget is similar to security permissions. Depending on the role and the widgets associated to that role, will define what a user has access to.
- Manage System Settings This widget is used to create the user fields for all users, such as first name and surname. It also defines the field mappings, that is, what the system will expect the user to login with and also manage additional non standard widgets.
- Manage Users and Hierarchy used to define the structure within the organization e.g. positions and associated users. The hierarchy defines who has what reporting visibility.
- My Development this gives visibility and access to any assigned assessments.
- Performance Data Import enables data to be imported for use in Skillsanalysis Widget.
- Reports allows access to users' assessment results at an individual level, or at manager level the ability to view team results.
- Skillsanalysis allows correlation analysis using imported data and assessment results to identify what skills are driving performance. Select the 'Widget' tab to display the functionality or widgets associated to the role.

To add additional widgets to the role click on 'Widgets' in the widget selection box.

o, Gerry Cafolla						Log
y Development \Report	s Manage	e Groups & Users	System Settings Manage Asses:	sments 🔪 😳		Add :
age Roles & Widgets					🖌 Options 💈 R	Refresh
List of roles:	User Count	Widget Count		Users ( V	Midgets Template Tabs	
	Filter	Counc		Widgets in role I	User	^
Administrator	3	16		Widget	Description	
Assessment Designer	0	1		My Development	View your progress through the assessments that have been assigned to you, and take any that are outstanding	
Manager	7	4		Reports	Report on individual or team scores	
Test	0	2		Feedback Report	Report to display Feedback	~
User	14	3		Widget	Description	^
				Admin Reports	Administration Reports	
				Branding	Change Branding	=
				Feedback Mode	els Define Feedback	
				Feedback Repo	ort Report to display Feedback	
				Knowledge Nuc Report	dge Report on time and usage of Knowledge Nudge	
				KPI Dashboard	Dashboard view of results	
				Licensing	View and update your licensing information	~

Right click on the required widget and select 'Add to role'. This will then be available for any users to access who are associated to the role.

/idgets in role I	Jser	^
Widget	Description	
My Development	View your progress through the assessments that have been assigned to you, and take any that are outstanding	=
Reports	Report on individual or team scores	
Feedback Renort	Report to display Feedback	~
Widget	Description	^
almin Renorts	Administration Reports	
BI Add to	Branding	=
Feedback Mod	els Define Feedback	_
Feedback Repo	rt Report to display Feedback	
Knowledge Nu Report	udge Report on time and usage of Knowledge Nudge	
KPI Dashboard	Dashboard view of results	
		-

# **Template Tabs**

The template tab is used to define the view that the user is presented with after logging on to the system.

In the User example below anyone associated to that role will automatically have two widgets displayed in their home page:

- Reports with the Report widget displayed
- User with the individual's assessments visible.

The widgets associated to the role, as per the example on the previous page, are visible in the Widget selection box.

GENESYS			Genesys Skills .	Assessor
Hello, Gerry Cafolla My Development Reports Manage Roles & Widgets	Manage Groups & Users Syst	em Settings 💦 Manage Assessmer	ments 🕜	Logout Add stuff
List of roles:	User Widget Count Count Filter 3 16 0 1 7 4 0 2 14 3 Widget selecti	on box	Users     Widgets     Template Tabs       Template tabs in role:     Right-click here to add a new template tab       Reports     Reports       User     Ny Development       Widget     Description       My     Viewy our progress through the assessments that have been assigned to you, and Development       Development     Tabe any that are outstanding       Reports     Report on individual or team scores       Feedback     Report to display Feedback	2

Example of what a user would be presented with based on the template above.

GENESYS		Genesys	Skills Assessor
Hello, Jane Doe Reports User One My Development			Logout Add stuff ≁ Options ⊈ Refresh 🥑
Assessments (by Group) Assessments (by Date) Group Name	Date By	% Complete	% Average
Consumer Sales Pre-Sales Team Genesys New Group		22.22 33.33 100.00	58.57 62.22 25.53
Individually assigned assessments		100.00	0.00

To create an additional tab in the user template, right click on the 'right click here to add a new template tab' and click on 'New Tab'.

y Development Report	s Manage	e Groups & Users	System Settings Ma	anage Assessments 💦 Report	ts User 🔇	Add
age Roles & Widgets					🖌 Options 🛱 Re	resi
List of roles:	User Count	Widget Count		Users W	/idgets Template Tabs	
	Filter	obuilt		Template tabs in		^
Administrator	3	16		Right-click	New Tab	
Assessment Designer	0	1		Report	rts	
Manager	7	4		🔳 User		
Test	0	2		My D	evelopment	~
User	14	3		Widget	Description	^
					View your progress through the assessments that have been assigned to you, and take any that are outstanding	
				Reports	Report on individual or team scores	
				Feedback Report	Report to display Feedback	
						1.

A new template tab will then appear

Manage Assessments Reports User 💽	Add
	🥕 Options 🛸 Refresi
Users Widgets Template Tabs Kight-click here to add a new template tab	^
User	~
Widget Description	<u></u>
My View your progress through the assessments that have been assigned Development take any that are outstanding	d to you, and
Reports Report on individual or team scores	
Feedback Report To display Feedback	
	Users Night-Click here to add a new template Tabs Reports User User User Vidget Description My Development Lake any that are outstanding Reports Reports Reports Description My Development Take any that are outstanding Reports Reports Reports Reports Reports Description My Development Take any that are outstanding Reports Rep

Double click on the new template name to rename the template tab or right click and select 'Rename Tab'.

NESYS				Genesys Skills Asses
y Development Report	:s Manage	Groups & Users	System Settings Manage Assessments Repo	
age Roles & Widgets				🖌 Options 🖆 Refrest
List of roles:	User Count Filter	Widget Count		Widgets Template Tabs
Administrator	3	16	Reports	
Assessment Designer	0	1	Repo User	orts =
Manager	7	4		
Test	0	2	User	~
User	14	З	Widget	Description
			My Development	View your progress through the assessments that have been assigned to you, and take any that are outstanding
			Reports	Report on individual or team scores
			Feedback Report	Report to display Feedback
				×

Select the widget to associate to the new tab by right clicking on the widget and selecting 'Add to tab'.

NESYS			Genesys Skills Asse
ly Development Reports	Manage	Groups & Users	System Settings Manage Assessments Reports User 🕥 A
nage Roles & Widgets List of roles:	User Count Filter	Widget Count	Users Widgets Template Tabs Template tabs in role:
Administrator	3	16	Right-click here to add a new template tab
Assessment Designer	0	1	Reports
Manager	7	4	e User
Test	0	2	My Development
User	14	3	Widget Description
			My View your progress through the assessments that have been assigned to you, and Development take any that are outstanding
			Reports Report on individual or team scores
			Report Add to tab

# **Create New Roles**

To create a new Role, right click on an existing position and select 'New Role'. There is also the option to 'Rename' the position or 'Remove the Role'.

Once the new Role has been created, users and Widgets can then be associated and a template containing the widgets can be created.

NESYS huddet family			Genesys Skills Asse			
l <b>io, Gerry Cafolla</b> 1y Development Repo	rts Manage	Groups & Users	L System Settings Manage Assessments Reports User 💿 Ad			
nage Roles & Widgets	_		🖌 Options 🏚 Refre			
List of roles:	User Count Filter	Widget Count	Users Widgets Template Tabs Template tabs in role:			
Administrator	3	16	Right-click here to add a new template tab			
Assessment Designer	0	1	Reports Reports			
Manager	7	4	Reports			
Test	0	2	My Development			
User 💿 New Role	14	3	Widget Description			
🔗 Rename 🗙 Remove Role			My View your progress through the assessments that have been assigned to you, and take any that are outstanding			
			Reports Report on individual or team scores			
			Feedback Report to display Feedback			
			8			

# **Creating Customized User Views**

Once a role has been created with widgets associated to the role, it is now possible for a user to customize their application.

By right clicking on the end tab, the option to enter a new tab name is available. Enter a new name and select ok.

ENE SYS		Genesys	s Skills Assess
ello, Jane Doe			Logo
Reports User 🜍			Add st
ly Development			🖌 Options 🛸 Refresh
Assessments (by Group) Assessments (by Date)	The page at localhost says:		
Group Name	Date By	% Complete	% Average
Consumer Sales	Enter the name for the new tab (maximum 50 characters)	22.22	58.57
Annual Feedback Review from Agents	New Tab Name an 2010	0.00	
atest Product Launch - Support Information	OK Cancel	0.00	
Skyblue Products		0.00	
Mobilephone Consumer Sales	25 Jul 2010	100.00	62.22
Phone Support	11 Jul 2010	0.00	
nsurance Knowledge	18 Dec 2009	0.00	
Blackberry Support	19 Jul 2010	100.00	54.92
eadership Capability Program		0.00	
fest Feedback3		0.00	
Pre-Sales Team		33.33	62.22
			25.53
ndividually assigned assessments		100.00	0.00

Once the new tab has been created, click on 'Add stuff' and the 'Add Widgets' option is then presented. Click on 'Add to associate the Widget to the tab. Once the Widget has been selected and marked as 'Added' use the x in the top right hand corner to close the window.

After the widget has been added click on the 'x' in the top right hand side to close the window	View your progress through the assessments that have been assigned to you, and take any that are outstanding addi Reports Report on individual or team scores addi Search :	been added click on the 'x' in the top right hand side to
---	---	---

# **Manage System Settings**

In the 'Manage System Settings' widget, the 'User Fields',' Field Mappings' and customized 'Widgets' are found.

#### **User Fields**

The user fields information is the information required for each user, including the mandatory Login ID, Last Name & First Name. The mandatory information is unique information required to identify the individual agent. The user field's information is also visible against the individual in the Hierarchy to be covered later in this document.

Additional user fields can be added by entering the information and select +.

The order in which the user fields are displayed can be changed by using the up or down icons at the side of the specific user field.

GENESYS		Genesys Skills Assessor
Hello, Gerry Cafolla		Logout
My Development Reports Manage Groups & Users System Settings Manage Assessmen	ts My Development Reports 💿	Add stuff
Manage System Settings         User Fields       Field mappings       Widgets         To rearrange the order of the fields, click and drag one of the green up-down icons (11) up or down the table.       Login ID         Last Name       11         First Name       11         Separtment       11         X Location       11		🖋 Options 🛱 Refresh 🧕
Cost Centre Email Enter any additional user fields here.	User detail in Skills	
	Edit User Details     Assign Assessments       Login ID     jsmith       Last Name     Smith       First Name     John       Function     Department       Location     Cost Centre       Email     Email       EIN     SkillsAssess Image       Validating system:     SkillsAssess Image       New Password     Image       Lo confirm Password     Image	
		~
	Delete	Apply Revert

#### **Field Mappings**

The 'Field Mappings' information is used as security for Skills Assessor to identify individual users when they log on to the system. In the example below the 'Login ID' is expected and therefore the user would be logging in as 'bandrews'.



## **Manage Groups**

Groups are created in Skills Assessor for the purpose of managing which assessments specific groups of users are required to take. The assessments are used to test and verify the users to either confirm that they have the skills to do their job roles competently or identify a training requirement which enables the organization to identify and understand who has what skills. By assigning users and assessments to specific groups this ensures that the assessments are managed effectively and efficiently, that is, everyone in the group gets all the associated assessments.

Select the Manage Groups widget and visibility of any existing Groups will be presented. There is a counter which identifies the number of assessments within the group together with the number of users.

lo, Gerry Cafolla							Loş
ly Development Reports	Mana	ge Groups & Users	System Settings Mana	ge Assessments 💦 My	Development Rep	orts 🛛 🗿	Add
nage Groups					🧨 Options	🔹 Refresh 📀	Manage Groups
List of groups:	User Count ilter	Assessment Count	Users Assessments Users in group Skills Mauritius				Assign assessments to groups of users by creating a group
Consumer Sales	13	9	Login ID	First Name	Last Name		
Genesys New Group	7	3	demo	Gerry	Cafolla	_	🗙 Remove
Health Care New Starters	1	2	bdownes	Bernard	Downes		Manage Roles & Widgets
		1	jdrews	Julianne	Drews	_	🛎 Manage Users & Hierarchy
Mortgage Selling	4	_	dgorman	Dave	Gorman		≥ Reset Tests
New Starters Q4 2009	2	1				$\sim$	Training Portal
NHS	1	2		ierarchy			
Pre-Sales Team	4	3	Search for user:	Go	D	21 of 3	
Skills Maur New Group		1	1 2 3 Login ID	First Name	Last Name	21073	
Test Group Rename		8	Tanderson	Thomas	Anderson		
Remove Group			bandrews	Bob	Anderson		
A Remove Grou	þ				Ardon		
			pardon	Peter Bob			
			bbaxter		Baxter		
			Hayley	Hayley	Binns		
			dbraun	Dirk	Braun		

New Groups can be created by right clicking on an existing group and select 'New Group'.
By clicking on a Group in the left hand window the users and assessments associated to that group are visible in the 'Users in Group' window.

llo, Gerry Cafolla								Lc
1y Development Reports	Manag	ge Groups & Users	System S	ettings Manag	ge Assessments My	Development Rep	10	
nage Groups						🧨 Options	🛸 Refresh 📀	Manage Groups
List of groups:	User Count Filter	Assessment Count	(	Users in group Cons				Assign assessments to groups of users by creating a group
Consumer Sales	13	9		Login ID	First Name	Last Name		~
Genesys New Group	7	3	1	bandrews	Bob	Andrews	-	× Remove
Health Care New Starters	1	2		pardon	Peter	Ardon		Manage Roles & Widgets
Mortgage Selling	4	1	1	bbaxter	Bob	Baxter		■ Manage Users & Hierarchy
New Starters Q4 2009	2	1		Hayley	Hayley	Binns		¥ Reset Tests
		1	,	demo	Gerry	Cafolla	~	Training Portal
NHS	1	2		Search Hie Search for user:	erarchy Go			
Pre-Sales Team	4	3		1 2 3	60	Pag	e 1 of 3	
Skills Mauritius	4	1		Login ID	First Name	Last Name		
Test Group	6	8		Tanderson	Thomas	Anderson	_	
				bandrews	Bob	Andrews	≡	
				pardon	Peter	Ardon		
				bbaxter	Bob	Baxter		
				Hayley	Hayley	Binns		
				dbraun	Dirk	Braun		

Clicking on the 'Users' tab will present the users.

To add a user into the group right click on the user and .select 'Add selected user(s)'. There is also the option to view where the user is within the hierarchy, by selecting 'Find user in hierarchy'.

llo, Gerry Cafolla							Lo
fy Development Reports	Manag	je Groups & Users 🕥	System Settings Mana	ge Assessments 💦 My	Development Rep	10	
nage Groups					🧨 Options	💈 Refresh 📀	Manage Groups
List of groups:	User Count	Assessment Count	Users Ass Users in group <b>Con</b>	essments			Assign assessments to groups of users by creating a group
Consumer Sales	Filter 13	9	Login ID	First Name	Last Name	- î	ciccong o group
-	7	3	bandrews	Bob	Andrews	=	🗙 Remove
Genesys New Group			pardon	Peter	Ardon		¥ Manage Roles & Widgets
Health Care New Starters	1	2	bbaxter	Bob	Baxter		■ Manage Users & Hierarchy
Mortgage Selling	4	1	Hayley	Hayley	Binns		¥ Reset Tests
New Starters Q4 2009	2	1	demo	Gerry	Cafolla	~	■ Training Portal
NHS	1	2	Search Hi	ierarchy			
Pre-Sales Team	4	3	Search for user:	Go		^	
Skills Mauritius	4	1	1 2 3		_	e1 of 3	
Test Group	6	8	Login ID	First Name	Last Name		
!			Tanderson	Thomas	Anderson	_	
			bandrews	Bob	Andrews		
			pardon	Peter Bob	Baxter		
			Hayley	Hayley	Binns		
			Hayley	Hayley	binns		

To associate an assessment to the Group select the 'Assessments' tab and this will present a list of the assessment associated to the Group.

lo, Gerry Cafolla		0 011		Log
ly Development Reports	Ivianagi	e Groups & Users	System Settings Manage Assessments My Development Reports 💿	Add
nage Groups List of groups:	User Count Filter	Assessment Count	Users Assessments Assessments in group Consumer Sales Assign assessments in group Consumer Sales	ľ
Consumer Sales Genesys New Group Health Care New Starters Mortgage Selling New Starters Q4 2009	13 7 1 4 2	9 3 2 1	Apentral Feedback Review from Agents Latest Latest Agents Latest Apental Latest Apental Latest Apental Latest Apental Latest Apental Latest Apental Latest Approx	
NHS Pre-Sales Team Skills Mauritius	1 4 4	2 3	Index     I	
Test Group	6	8		

Once an assessment has been associated to a Group an 'Available From' and 'Until' date can be assigned to the assessment. This will make sure that the users cannot take the assessment before it is required and that the assessments are completed by the due date as the required date is visible against the assessment.

To set the completion date for an assessment, click on the calendar icon in the 'Available from' and 'Until' window and a calendar will be presented to select the relevant date. Once dates have been entered these will show against the assessment and appear in the 'User Development' screen against the assigned assessment.

<b>o, Gerry Cafolla</b> y Development Reports	Manag	e Groups & Users	System Settings Manage Assessm	nents	1	∕ly Dev	elopmer	nt	Repo	ts (	<u>.</u>	. Ac
age Groups								🥓 Opti	ons 🧋	Refresh	1 📀	Manage Groups
list of groups:	User Count Filter	Assessment Count	Users Assessments Assessments in group <b>Consume</b>							^	I	Assign assessments to groups of users by creating a group
Consumer Sales	13	10	Assessment Availab	ole From	n			Until	_			
Genesys New Group	7	3	Annual Feedback		_	- 2!	Jan-20	.0				X Remove
Health Care New Starters	1	2	Review from Agents		🗄 de	_				ear		≌ Manage Roles & Widgets
Mortgage Selling	4	1	Latest	•• •		Augus		Þ				Manage Users & Hierarchy
New Starters Q4 2009	2	1	Product				т			ear 💌		≌ Reset Tests
NHS	1	2	📼 📲 Annual Danahar Danás	31 2 32	16 27 2 3		29 30 5 6			A		Training Portal
Pre-Sales Team	4	3	💷 💼 Blackbarn, Support		2 C		12 13					
Skills Mauritius	4	1	📼 🚽 PT Vision		.6 17		19 20			=		
Test Group	6	8		35 2	3 24	25	26 27	7 28	29			
					0 31		2 3	8 4	5			
			📧 🚮 Genesys Pre-Test System	Consu	iltant, .	nbour	d Voice					
			H Health Care									
			📧 🛻 I Phone Support									
			🔳 🚮 Insurance Knowledge							~		

User view of assessments with assigned completion dates. Where there is a start date in the future the assessment will be visible but not available.

CENESYS According to theme	Gen	esys Skills Asses
-lello, Gerry Cafolla		Log
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development	Reports 💿	Add
My Development		🧨 Options 🛸 Refresh
Assessments (by Group) Assessments (by Date) Feedback on other users (3)		^
Group Name D	rate By % Complete	% Average
New Starters Q4 2009	41.18	0.00
Consumer Sales	47.63	3.09
Annual Feedback Review from Agents 29 Jar	n 2010 0.00	
Latest Product Launch - Support Information	0.00	
Skyblue Products	100.00	9.26
Mobilephone Consumer Sales 25 Ju	l 2010 50.00	
I Phone Support 11 Ju	l 2010 0.00	3
Insurance Knowledge 18 Dec	c 2009 41.18	
Blackberry Support 19 Ju	l 2010 37.50	
Leadership Capability Program 29 Aug	g 2010 100.00	
Test Feedback3	100.00	
Mortgage Selling	0.00	0.00
Pre-Sales Team	30.39	0.00
Health Care New Starters	18.75	0.00
Skills Mauritius		0.00
	33.33	25.00
NHS	50.00	0.00 💌

## Assigning Users into Groups Based on Hierarchy

There is also the option to assign users into Groups based on hierarchy.

Select the 'Hierarchy' tab and then once the required user has been selected, right click and select either 'Add user(s) in this position' – which will only add the selected user

#### Or

'Add user(s) in all subpositions' which will add all of the subordinates underneath the initial user, into the selected Group.

GENESYS				Genesys	Skills Assessor
Hello, Hayley Binns					Logout
My Development Reports	Manage	Roles and Groups	Manage Assessments	Administrator Skillsanalysis 💿	Add stuff
Manage Roles & Widgets					F Options 🔹 Refresh 🔇
List of roles:	User Count ilter	Widget Count		Users Widgets Template Tabs Users in role Assessment Designer	<u></u>
Administrator	2	19		Login ID First Name Last Name Last Name	
Assessment Designer	0	1			
Manager	9	5			~
Super Administrator	1	18		Search Hierarchy	
<u>U</u> ser	92	5		CEO Bob Andrews Director Andrews Add user(s) in this position Add user(s) in all subpositions Hayley tomat	

## **Manage Assessments**

Assessments are created in the Manage Assessment widget.

Any existing assessments are listed in the left hand side window.

A search filter is available with the option to include Archived assessments and to view by date.

GENESYS		Genesys Skills Assesso
Hello, Gerry Cafolla		Logou
My Development Reports Manage Groups & Users System Setting	gs Manage Assessments My Development Reports 🥥	Add stu
Manage Assessments	\[	🖌 Options 🛸 Refresh
Search Show Archived ite	ms Make New Assessment	
🗑 💼 Annual Feedback Review from Agents	NEW	
🗷 📶 Blackberry Support		
🗷 📶 BT Vision		
🗷 💼 Feedback Assessment to Test Feedback Models		
🗷 💼 General	=	
📧 💼 Genesys Pre-Test System Consultant, Inbound Voice		
🗷 📶 Genesys Pre-Test V2		
🗷 💼 Health Care		
🗷 💼 I Phone Support		
🗷 💼 Insurance Knowledge		
🗷 💼 July Leadership Capability Program		
🗷 💼 July Management Capability Program		
🗷 💼 Latest Product Launch - Support Information		
🗷 💼 Leadership Capability Program		
🏽 💼 Management Capability Program		

To create a new assessment click on 'Make New Assessment' and then select 'New' to rename the assessment. We recommend that assessments are named so that they relate to the subject matter they refer to. Double click on 'New ' to rename the assessment as required.

ENESYS		Genesys Skills Assesso
ello, Gerry Cafolla		Logou
My Development Reports Manage Groups & Users System Settings	Manage Assessments My Development Reports 📀	Add stu
lanage Assessments		🖌 Options 🛸 Refresh
Search Strong Search Show Archived Items	Make New Assessment	
। 🚛 Annual Feedback Review from Agents	NEW	<u>^</u>
🗉 📶 Blackberry Support		
🗉 📶 BT Vision		
I must be a set of the set of		
] 📶 General	1	
] 💼 Genesys Pre-Test System Consultant, Inbound Voice		
] 📶 Genesys Pre-Test V2 ] 📶 Health Care		
g 🚛 Health Care		
] 🚛 I Phone Support ] 🚛 Insurance Knowledge		
] 🚛 July Leadership Capability Program		
; 🚛 July Leadership Capability Program		
] 🚛 Latest Product Launch - Support Information		
I and Leadership Capability Program		
🚛 Leadership eqpension regioni 1 🚛 Management Capability Program	M	

After giving the new assessment a name, create the content for the assessment by right clicking and select 'New Content'. The option to assign 'Properties' to the overall assessment is available here

(this will be covered later in the document, however if the assessment is for Feedback only it has to be defined in 'Properties, before creating the feedback questions).

illo, Gerry Cafolia				Log
My Development Reports Manage Groups & Use	rs System Settings	Manage Assessments	My Development Reports 🔘	Add s
nage Assessments				🧨 Options 🤹 Refresh
Search	Include Dates Show Archived Items	Make New	Assessment	
🔚 Annual Feedback Review from Agents		<u>^</u>	+2 New Content	~
📊 Blackberry Support			Properties	
📊 BT Vision			View/Print Assessment	
📊 Feedback Assessment to Test Feedback Models			newy Finit Assessment	
📊 General		=		
📊 Genesys Pre-Test System Consultant, Inbound Voice				
💼 Genesys Pre-Test V2				
💼 Health Care				
📊 I Phone Support				
📊 Insurance Knowledge				
📊 July Leadership Capability Program				
📊 July Management Capability Program				
📊 Latest Product Launch - Support Information				
🛻 Leadership Capability Program				
📊 Management Capability Program		~		

Once content has been associated to the assessment, questions can then be created.

**Note:** Multiple levels of content can be created but the bottom level must be the questions. Assessment results are visible at each level.

To create questions right click on the Content and select 'New Question', there is also the option to 'Delete Content' and assign 'Properties' at the content level. These options will be covered later in the document.



Once 'New Question; has been selected the question builder is presented.

# **Creating a Question**

In the question builder select the question type to be used from the drop down box. In the example below a Multiple Choice question has been selected.

There are six question options available:

- 1. Multiple Choice Only one answer is available
- 2. Pick Correct Answers more than one answer is available
- 3. Hot Spot used to select an area in an attached image
- 4. Simple Text Answer
- 5. Numeric Answer
- 6. Feedback user rates themselves against specific criteria. This can also include manager feedback.

GENESYS' Marinet and the second canada		Genesys Skills Assesso
Hello, Gerry Cafolla		Logou
My Development Reports Mana	ge Groups & Users System Settings Manage Assessments My Development Reports 💿	Add stu
Manage Assessments		🧨 Options 🛸 Refresh 🤇
Search	📑 Genesys Skills Assessor - [Question Builder]	
	Question Properties	
📧 📊 Annual Feedback Review from Agents		
🗉 📠 Blackberry Support	Core Question Type Multiple Choice	
🗉 📠 BT Vision	Multiple Choice Pick Correct Answers	
🗉 💼 Feedback Assessment to Test Feedback	Hot Spot	
🛾 📊 General	Simple text Answer	
] 📠 Genesys Pre-Test System Consultant, In	Answer Text Image Preview Media Preview Preedback	
] 📊 Genesys Pre-Test V2	No records to display.	
] 📊 Health Care		
] 📊 I Phone Support	Save	
💼 Insurance Knowledge		
📊 July Leadership Capability Program		
📊 July Management Capability Program		
] 💼 Latest Product Launch - Support Inform		
] 📠 Leadership Capability Program		
🗉 💼 Management Capability Program		M

The maximum score that the user can achieve by getting the answer right is entered in the 'Score' box. The score can be used as part of the question weighting, that is, if the question is a higher priority then a higher score can be associated.

Select the Question Text icon to enter the question text.

🧮 Genesys Skills Assessor	- [Question Builder]			
Question Text	Questio	n Properties		^
Score	\$	Question Type	Multiple Choice	~
Answers Advanced Double Click Row To Edit Ans				
Answer Text	Image Preview	Media Preview	Percent Of Score	
♀ Insert New Answer				

The font and properties can be changed in the question builder window and select 'Save' once complete.



Once the question text has been added, the next stage is to create the answers for the user to select from (depending on the question type). Click on 'Insert New Answer'.

📄 Genesys Skills Assessor	- [Question Builde	er]			
Question Text: 🧭 The question is entered here		Question	n Properties		
Score		\$	Question Type	Multiple Choice	~
Answers Advanced Double Click Row To Edit Ans	wer				
Answer Text N <del>o re</del> cords to <del>displa</del> y.	Image Preview		Media Preview	Percent Of Score	
Insert New Answer					
Save					

The answer box will then be presented to enter the information into.

There is also the option to associate images or media to the question by selecting 'Choose File' next to Image or Media.

For attaching recordings use MP3 format and for media use flv format and for Images use JPG.

Answer		
		Image Choose File No file chosen Media Choose File No file chosen
🥜 Design 🔷 HTML	🔍 Preview	 No file chosen
Percentage Of Score	0.00	\$ Update Answers Cancel

Once the answer has been entered, assign a 'Percentage of Score' as this will contribute to the overall assessment score. If there is only one answer then the 'Percentage of Score' would be 100%.

GENESYS an Alchen under transmit						G	enesys Skills Assessor
	e Groups & l	Jsers System Settings	Manage Assessments	My Development	Reports 🛛 💿		Logout Add stuff Contions 🛸 Refresh 🔇
Manage Assessments	Genes	ys Skills Assessor - [Question Bu					🖌 Options 😫 Refresh 🧕
III 💼 Annual Feedback Review from Agents III 💼 Blackberry Support	Question T The question Score	ext: 🜌 on is entered here.	Question Properties	vpe Multiple	Choice 💌		
) 💼 💼 BT Vision ) 💼 💼 Feedback Assessment to Test Feedback I ) 💼 💼 General	Answer Double Cli	ck Row To Edit Answer		Media Draviaw Dar			Answer A is the correct answer
Genesys Pre-Test System Consultant, Interaction     Genesys Pre-Test V2      Imen Interaction	××	Answer Text Answer A Answer B	linage Preview	Media Preview Per 100	sent Of Score	, Ľ	
<ul> <li>Induktion Content</li> <li>Image: Insurance Knowledge</li> </ul>	🗙 🖓 Insert N	Answer C Jew Answer		0	Ξ		
<ul> <li>July Lesdership Capability Program</li> <li>July Management Capability Program</li> <li>July Management Capability Program</li> <li>July Latest Product Launch - Support Information</li> <li>Latest Product Launch - Support Information</li> </ul>	Save						
🗷 💼 Management Capability Program	-						<u>v</u>

The option to randomize the questions is available in the 'Advanced' option within the question. Click on 'Are Answers in a Random Order?' and the window as per the example below is presented.

Select the 'Are Answers in a Random Order?' and Skills Assessor will randomize all of the answers. This option should not be selected if one of the answers are 'All of the Above' as the answers need to be in order.

There is also the option to assign a URL to the individual question and enter a description.

GENESYS Martinetaria come		Genesys Skills Assesso
Hello, Gerry Cafolla My Development Reports Manage	Groups & Users System Settings Manage Assessments My Development Reports 🔘	Logou Add stuf
Manage Assessments		🖉 Options 🔹 Refresh
Search	📮 Genesys Skills Assessor - [Question Builder] 🛛 🗙 🗙	
Annual Feedback Review from Agents   Backberry Support  Backberry Support  Backberry Support  Backberry Support  Backberry Pre-Test System Consultant, Inb  Backberry Pre-Test System Consultant, Inb  Backberry Pre-Test V2  Backberry Support  Backberry Support  Backberry Support  Backberry Support  Backberry Support  Backberry Support Support Informs  Backberry Cogram  Backberry Cognitive Program  Backberry Cognitive Program  Backberry Support Informs  Backberry Support Support Support Informs  Backberry Support Suppor	Question Properties Question From Properties Question Text: Che question Type Multiple Choice Multiple Choice Multiple Choice Answers Advanced External URL URL Description:	

Once the answers have been entered (and this can be as many or as few as necessary), select 'Save'.

The completed question will show underneath the content as per the example below. To create another question right click on the content again and select 'New Question'.

Genesys		Ge	enesys Skills Assess
Hello, Gerry Cafolla My Development Reports Manage Groups & I Manage Assessments Search	Jsers System Settings	Manage Assessments My Development Reports 💿 🕥	Log Add s ✔ Options 🛱 Refresh
Annual Feedback Review from Agents  Annual Feedback Review from Agents  Annual Feedback Review from Agents  Annual Feedback Assessment to Test Feedback Models  Annual Feedback Assessment Test Feedback Models  Annual Feedback Assessment Capability Program  Annual Feedback Assessment Feedback Assessment Capability		👔 Listen to the attached Support	

## **Hot Spot Question**

To create a Hot Spot question an image has to be associated to the question.



Create a New Question as before and select Hot Spot as the question type.

After entering the question detail click on the image icon and the option to select the image to attach to the question is presented.

GENESYS		Genesys Skills Assess
Hello, Gerry Cafolla		Logo
My Development Reports Manage Groups & Users System Settings Manage Asso	sssments 🛛 My Development 🔷 Reports 🖉 🔐 🗤	Add stu
Aanage Assessments		🖌 Options 🔹 Refresh 🕻
Search Genesys Skills Assessors+[Question Builder]		
Question	Properties	
Questia 🚍		
Im Annual Feedback Review from Agents     Upload An Image		
Blackberry Support Score		
BT Vision Select An Image: Choose File No file	e chosen	
E III Feedback Assessment to Test Feedback N Double Save Cancel		
E General		
🗉 💼 Genesys Pre-Test System Consultant, Inbo		
🗉 🖬 Genesys Pre-Test V2		
🗉 💼 Health Care	-	
🗉 📶 I Phone Support Save		
🗉 📶 Insurance Knowledge		
🗉 📶 July Leadership Capability Program		
🗉 📶 July Management Capability Program		
🗉 📶 Latest Product Launch - Support Information		
🗉 📶 Leadership Capability Program		
🗉 📶 Management Capability Program		

Choose the file and then select 'Save'.

The image will be displayed next to the Image icon

GENESYS		Genesys Skills Assessor
Hello, Gerry Cafolla		Logout
My Development Reports Manag	e Groups & Users 🔰 System Settings 📄 Manage Assessments 🗌 My Development 👘 Reports 🛛 🕥 🔪	Add stuff
Search	Genesys Skills Assessor - [Question Builder]	Ĭ
Annual Feedback Review from Agents     Blackberry Support     Blackberry Support     B    Br Vision     B    Feedback Assessment to Test Feedback N     General	Question Text:	
flip Genesys Pre-Test System Consultant, Inb     flip flip Genesys Pre-Test V2     flip flip Genesys Pre-Test V2     flip flip Health Care     flip flip I Phone Support	Score Question Type Hot Spot Answers Advanced Double Click Row To Edit Answer	
In Juny Context Support     In Juny Context Support     Juny Leadership Capability Program     July Management Capability Program     Leatest Product Launch - Support Informa     Leadership Capability Program	Answer Text Image Preview Media Preview Percent Of Score No records to display. Insert A New Answer Save	
Leadership Capability Program     Management Capability Program		

Click on the 'Insert a New Answer' as a grid reference has to be created which identifies where the user needs to click in the image for the correct answer.

To define the grid reference click on the 'Define Hotspot Area'. Click on the top left hand corner and then the bottom right hand corner to create a highlighted area.

GENESYS	Genesys Skills Assesso
Hello, Gerry Cafolla My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔍 👁	<b>Logout</b> Add stuff.
Manage Assessments  Hotspot Editor  Define Hotspot Area.	🖌 Options 🕏 Refresh 🥝
Click the "Define Hotspot Area" button to nominate where the correct answer region is. Top Left Coordinate: Not set Bottom Left Coordinate: Not set	
	V

The highlighted area in the example below is the area that the user will need to select in the assessment to get the question correct.

GENESYS Martin and Construction					Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports M Manage Assessments 2 Hotspot Editor Define Hotspot Area	lanage Groups & Users 🛛 System Settings	Manage Assessments	My Development	Reports 💽	Logout Add stuff Options & Refresh
Click the 'Define Hotspot Area' butto Top Left Coordinate: 67,75	n to nominate where the correct answer regio	n is. Bottom Left Coordina	te: 102,108		

Once the area has been defined, enter what percentage the user will receive if they click in the right area and then select 'Save'.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Add stuff
Manage Assessments	Copions Commercial Commercia Commercial Commercial Comm

More than one Hot spot area can be created with each having a unique reference visible in the answer text as per the example below.

ENESYS'	Ge	nesys Skills Assess
ello, Gerry Cafolla		Logo
My Development Reports	Manage Groups & Users System Settings Manage Assessments My Development Reports 💿	Add st
anage Assessments		🧨 Options 🛸 Refresh
Search	📑 Genesys Skills Assessor - [Question Builder]	
	Question Properties	
📶 Annual Feedback Review from Ag	nts	
💼 Blackberry Support	Question Text: 🧭	
📠 BT Vision		
💼 Feedback Assessment to Test Feed	handset.jpg Back N 864 x 640 pixels × 19.8 Kb	
💼 General		
📠 Genesys Pre-Test System Consulta	nt, Inb Score 🗘 Question Type Hot Spot	
📊 Genesys Pre-Test V2		
💼 Health Care	Answers Advanced	
📊 I Phone Support	Double Click Row To Edit Answer	
📊 Insurance Knowledge	Answer Text Image Preview Media Preview Percent Of Score	
📶 July Leadership Capability Program	67,75,102,108	
📊 July Management Capability Prog	am Hesert A New Answer	
📊 Latest Product Launch - Support Is	forma	
📊 Leadership Capability Program	Save	
📊 Management Capability Program		

### Create a Simple Text or a Numeric Answer

Create a new question as before and then select 'Simple Text Answer' as the question option.

In this example call content has been associated by selecting the Image or Media icon.

Browse for the required call and then select Save.

GENESYS'		Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manag Manage Assessments	e Groups & Users System Settings Manage Assessments My Development Reports 💿	Logout Add stuff ✔ Options ≅ Refresh
Annual Feedback Review from Agents     Blackberry Support     Blackberry Support     FT Vision     Feedback Assessment to Test Feedback N     Feedback Assessment to Test Feedback N     Feedback Assessment Consultant, Inb     House Generys Pre-Test V2     Health Care     Figure Room Support     July Leadership Capability Program     Luty Management Capability Program     Management Capability Program	Double Save Cancel	

The play symbol at the side of the Image or Media icon indicates that there is an attachment.

GENESYS		Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manage Manage Assessments	e Groups & Users System Settings Manage Assessments My Development Reports 💿	Logout Add stuff ✔ Options 🛱 Refresh 🧕
Search           Image: Annual Feedback Review from Agents           Image: Blackberry Support           Image: Blackberry Support	No records to display. Tinsert A New Answer  Save	

Click on the 'Insert A New Answer' to enter the text answer required.

In the example below there are several permutations of the colors that the user could enter. In the first answer option the user has to enter all of the colors to achieve 100%. If the user only enters one color they would achieve the percentage of the score associated to the color entered.

lo, Gerry Cafolla							Log
	iqe Groups &	Users System Settings	Manage Assessments	My Developm	ent Reports (		Add s
nage Assessments			-	( .			🎤 Options 🔹 Refresh
Search	📄 Gene	sys Skills Assessor - [Question B	uilder]			×	
📊 Annual Feedback Review from Agents	Question <sup>-</sup> What cold	Fext: 🧭 uurs are associated to traffic lig	Question Propertion	:5			<u>×</u>
💼 Blackberry Support	Score	1.00	Questio	n Type	Simple Text Answer 🛛 🗸		
nn BT Vision Feedback Assessment to Test Feedback	N Answe Double Cli	rs Advanced ck Row To Edit Answer					
💼 General 💼 Genesys Pre-Test System Consultant, Ii	b	Answer Text	Image Preview	Media Preview	Percent Of Score		
💼 Genesys Pre-Test V2	×	*Orange*,*Green*,*Red*			100		
📊 Health Care	×	*Green*			33		
📊 I Phone Support	×	*Red*			34	E	
📊 Insurance Knowledge	×	*Orange*			33		
📶 July Leadership Capability Program	🤍 Insert.	A New Answer					
💼 July Management Capability Program							
📶 Latest Product Launch - Support Inforr	Save						
📊 Leadership Capability Program							

## **Numeric Questions**

A numeric answer can contain a range of values or an absolute number. Enter the information in the 'Answer Value' boxes and the same options are available for associate an image or media file if required.

llo, Gerry Cafolla						Logo
Ay Development Reports Minage Assessments	anage Groups & Users	System Settings M:	anage Assessments	My Development Rep	orts 🔪 💿 🔪	Add st 🧪 Options 🛸 Refresh
nage Assessments						🔮 Options 👺 Refresh
Search						
			Que etien Des seties			
	Question Text: 🖉		Question Properties			
📊 Annual Feedback Review from Agen		Editor		- 40		
Blackberry Support						
BT Vision	Answer Edit					
Feedback Assessment to Test Feedba						
General	Answer Min: 0.00 Value:	Max: 0.00		oose File No file chosen oose File No file chosen		
Genesys Pre-Test System Consultant		Percentage 0	Children Chi			
Genesys Pre-Test V2		Of Score 0	- Opuate Ans	werj Cancelj		
Health Care						
I Phone Support						
Insurance Knowledge						
July Leadership Capability Program						
July Management Capability Program						
in July Management Capability Program						
📊 Latest Product Launch - Support Info						

## **Defining the Properties of an Assessment**

Once the assessment has been created there is the option to assign pass levels at overall assessment and content level through Properties.

Right click on the assessment name to reveal the 'Properties' option.

H <mark>ello, Gerry Cafolla</mark> My Development Reports Manage Groups & U	Jsers System Settings	Manage Assessments My Development Reports 💿	Logo Add stu
Nanage Assessments	□Include Dates □Show Archived Items	Make New Assessment	🖌 Options 🛱 Refresh
		Image: Second content         Image: Second content <td< th=""><th></th></td<>	

Select 'Properties and the 'Assessment Builder', 'Basic' window is then presented.



Select the Advanced tab to reveal the options available.

#### PDF example

GENESYS		Genesys Skills Asses	sor
Hello, Hayley Binns		Lo	gout
My Development Reports Mana	age Roles and Groups Manage Assessments Administrator Skillsanalysis	; 💽 Add	stuff
Manage Assessments		🖌 Options 🔹 Refresh	
Search	Assessment Builder Blackberry Support Properties Basic Advanced		
Accountant Compentencies Version 2     Accountant Competencies Test Versi     Accountant Competencies Test Versi     Annual Feedback Review from Agent     Annual Feedback Review from Agent	Relevant site link http://www.blackberry.com Link description Elackberry.help dest Assessment is archived Knowledge nudge document tyre OPF URL Link Knowledge nudge URL Browse	Select PDF and then browse PDF document. Once selecte this is then saved on the Skil server. The document name	ed and saved Is Assessor
HB BT Vision      MB Emirates Induction Assessment      MB Financial Core Skills      MGarth Test	save undinges		

When the user selects the assessment, they have to view the Knowledge Nudge before taking the assessment.

Blackberry Support
Welcome
Hello, Hayley Binns.
Please View Before Accessing the Test
You may freely navigate through this assessment
You may freely navigate backwards and forwards through the questions in this assessment. Therefore you may choose to skip over questions you want to answer later.
A Navigator will be displayed for your convenience to the left of your screen. This will summarise all the questions in the assessment, and allow you to easily skip back to any unanswered questions.
This assessment may contain audio or video media
Please make sure that you can hear the audio clip by clicking the play button. You should hear a short clip of a telephone ringing,
Starting this assessment
Once you click the <b>Start</b> you will be asked the first question.
Click the Close button if you do not wish the start this assessment. You can still come back to start it later.

### URL example.

GENESYS"			Genesys Skills Assessor
Hello, Hayley Binns			Logout
My Development Reports Man	age Roles and Groups Manage Assessments	Administrator Skillsanalysis	O Add stuff
Manage Assessments			🖌 Options 🔹 Refresh
Search	🚍 Assessment Builder		
	Blace Basic Advanced	kberry Support Properties	
🔳 📊 Accountant Compentencies Version 2	Relevant site link	http://www.blackberry.com	
📧 💼 Accountant Competencies Test Versio	Link description	Blackberry help desk	Select URL Link and enter the URL e.g.
📧 💼 Accountant Competencies Test Versio	Assessment is archived		http://www.blackberry.com
Annual Feedback Review from Agent:	Knowledge nudge document type	⊙ PDF	
📧 🚮 Banking 📧 🚮 Banking Core Skills		URLLink	
Blackberry Support	Knowledge nudge URL	Browse	
BT Vision	Save changes		
📧 📊 Emirates Induction Assessment			
📧 💼 Financial Core Skills			
📧 📊 Garth Test			
٢	111		

When the user selects 'Please View Before Accessing the Test'[

Blackberry Support
Welcome
Hello, Hayley Binns.
Please View Before Accessing the Test
You may freely navigate through this assessment
You may freely navigate backwards and forwards through the questions in this assessment. Therefore you may choose to skip over questions you want to answer later.
A Navigator will be displayed for your convenience to the left of your screen. This will summarise all the questions in the assessment, and allow you to easily skip back to any unanswered questions.
This assessment may contain audio or video media
Please make sure that you can hear the audio clip by clicking the play button. You should hear a short clip of a telephone ringing,
00100 0000 d-mil
Starting this assessment
Once you click the <b>start</b> you will be asked the first question.
Click the Close button if you do not wish the start this assessment. You can still come back to start it later.



This will take them straight into the application.

## **Content Level Properties**

Г

Properties are also configurable at Content level.

Right click on the Content and select 'Properties.'

GENESYS			Genesys Skills Assesso
Hello, Hayley Binns My Development Reports Manage Roles ar Manage Assessments Search	nd Groups Manage Assessments	Administrator Skillsanalysis 💿	Logou Add stur ✔ Options \$ Refresh
	Show Archived Items	Blackberry Support     Blackberry Support     Wew Question     Delete Content     Delete Content     Properties     Blackberry Email Manager     Blackberry Email Knowledge Feedback     Blackberry Browser Knowledge Feedback	

There are several options available.

*	Skillsassess
Hello, Hayley Binns         My Development       Reports       Manage Roles and Groups       Manage Assessments       Administrator       Skillsar         Manage Assessments       Image Assessments       Image Assessments       Image Assessments       Image Assessments         Image Ascountant Competencies Version       Image Accountant Competencies Test Version         Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version         Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version         Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version         Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version         Image Banking Anv notes can be included.       Image Accountant Competencies Test Version       Image Accountant Competencies Test Version       Image Accountant Competencies Test Versi	questions the application will randomly present the number of questions required. This can be used against a bank of questions and limit the auestions presented.

٦

## **Creating Knowledge Nudges**

Knowledge nudges are used when there is some information that the user has to read before taking an assessment. This can be used to replace paper briefings as the results from the assessment will confirm if the user has read and understood the information. The report will also record the number of times the user has accessed the Knowledge Nudge and the average and overall duration.

Select 'Properties' after right clicking on the assessment name.

Click on 'Advanced' to reveal information as per the example below.

A URL can be associated to the assessment, which will allow the user direct access to the application for example, if the assessment requires the user to search an application for the correct answer to a question.

A Knowledge Nudge is usually a PDF document.

GENESYS at a former and a second		Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manag Manage Assessments Search		Add stuff
Annual Feedback Review from Agents     Backberry Support     Jo Jackberry Support     Jackberry Support     Jackberry Support     Jackberry Streament to Test Feedback N     Jackberg Geness Pre-Test System Consultant, Inb	Insurance Knowledge Properties  Basic Advanced Relevant site link Link description Assessment is archived Knowledge nudge document type  OURL Link Knowledge nudge URL Chaose File No file chosen	Enter the URL of the site or application and entre the description that will appear in the questions.
Genesys Pre-Test V2     July Leadership Capability Program     July Leadership Capability Program     July Management Capability Program     Latest Product Launch - Support Informa     Ladership Capability Program	Save changes Upload the PDF d by selecting 'Choo	

When the user selects the assessment they will be advised that there is a document to view before accessing the test. The user will not be able to move to the assessment until they have read the document.

Mobilephone Consumer Sales
Welcome Hello, <b>Gerry Cafolla</b> , and welcome to this assessment.
Please View Before Accessing the Test
Starting this assessment You are about to start this assessment. Your knowledge will be tested using a series of questions.
Once you click the <b>Start</b> you will be asked the first question.
Once you click the Cose button if you do not wish the start this assessment. You can still come back to start it later.
You may freely navigate through this assessment
You may freely navigate backwards and forwards through the questions in this assessment. Therefore you may choose to skip over questions you want to answer later.
A Navigator will be displayed for your convenience to the left of your screen. This will summarise all the questions in the assessment, and allow you to easily skip back to any unanswered questions.
This assessment may contain audio or video media
Please make sure that you can hear the audio clip by clicking the play button. You should hear a short clip of a telephone ringing,
▶         ■         00:00         00:00         II-

## **Creating Feedback Assessments**

When creating a feedback assessment create the assessment in the normal way but select 'Is this a Feedback Only Assessment?' The option is then available to create the assessment for 'Self' or' Self and Manager'.

Where the assessment has been created for 'Self and Manager' the manager will automatically be assigned the assessment to complete on the user based on the hierarchy.

GENESYS an activity to the topological		Genesys Skills Assessor
Hello, Gerry Cafolla		Logout
My Development Reports Manage	Groups & Users System Settings Manage Assessments My Development Reports 📀	Add stuff
Manage Assessments		🖌 Options 💈 Refresh 🕓
Search	Assessment Builder	
Annual Feedback Review from Agents     Annual Feedback Review from Agents     Blackberry Support     BT Vision     Feedback Assessment to Test Feedback N     General     General     General     Generys Pre-Test System Consultant, Inb     Generys Pre-Test V2     Health Care     Insurance Knowledge     July Leadership Capability Program     Latest Product Launch - Support Informa     Latest Product Launch - Support Informa     Leadership Capability Program     Leadership Capability Program     Leadership Capability Program	Number of questions to choose for test 100 ↓ Question order In order within content ♥ Introductory Text Pass mark 80 ↓ Can users freely navigate through the Y test? Is this a Feedback Only assessment? ♥ Is this a Feedback Only assessment? ♥ Self And Manager Hayley Test	

The user will see the assessment in their list of assessments to take and the manager will see a separate tab identifying that they have a feedback assessment to complete. See the example below.

My Development Reports Manage Groups & Users System Settings Manage Assessments My Develop	pment Reports 💽		Add st
y Development			🦨 Options 🛸 Refresh
Assessments (by Group) Assessments (by Date) Feedback on other users (3)			
Sroup Name	Date By	% Complete	% Average
lew Starters Q4 2009		41.18	0.00
			3.09
Aortgage Selling		0.00	0.00
nnual Feedback Review from Agents	30 Nov 2009	0.00	
re-Sales Team		30.39	0.00
			0.00
			0.00
			25.00
			0.00
			27.80
			3.09

After selecting the 'Feedback on other users' tab, the assessment will then be presented.

My Development     Reports     Manage Groups & Users     System Settings     Manage Assessments     My Development     Reports     Add stu       V Development     V Development <th>SINE SYS'</th> <th></th> <th>Genesys</th> <th>Skills Assess</th>	SINE SYS'		Genesys	Skills Assess
Peeclopment         ✓ Options ≤ Refresh            Assessments (by Group)         Assessments (by Date)         Feedback on other users (3)           sssessment Name         Eeding back on         Date By         % Complete           sadership Capability Program         Christine Lace         29 Aug 2010         50.00           sedback Assessment 2         Christine Lace         0.00         0.00	illo, Gerry Cafolla			Logo
Assessments (by Group) Assessments (by Date) Feedback on other users (3) assessment Name Feeding back on Christine Lace 29 Aug 2010 50.00 eedback Assessment 2 Christine Lace 0.00	My Development Reports Manage Groups & Users	System Settings Manage Assessments My Development Reports 📀		Add stu
ssessment Name Feeding back on Date By % Complete eadership Capability Program Christine Lace 29 Aug 2010 50.00 eedback Assessment 2 Christine Lace 0.00	r Development			🕈 Options 🛸 Refresh 🤇
eadership Capability Program Christine Lace 29 Aug 2010 50.00 eedback Assessment 2 Christine Lace 0.00	Assessments (by Group) Assessments (by Date) Feedba	ck on other users (3)		
eedback Assessment 2 Christine Lace 0.00	ssessment Name	Feeding back on	Date By	% Complete
	adership Capability Program	Christine Lace	29 Aug 2010	50.00
ıly Leadership Capability Program Ohristine Lace 0.00	eedback Assessment 2	Christine Lace		0.00
	ily Leadership Capability Program	Christine Lace		0.00

Once the manager has completed their feedback assessment on the individual this will then be removed from the 'Feedback on other users' list.

Assessments (by Group) Assessments (by Date) Feedback on other users [3]	Sinesys:		Genesys Skills A	sse
Perelopment         Image: Options of the options	llo, Gerry Cafolla			Lo
Assessments (by Date) Assessments (by Date) Feedback on other user (3) assessment Name Feeding back on addership Capability Program Christine Lace 29 Aug 2010 edback Assessment 2 Christine Lace	My Development Reports Manage Groups & Users :	System Settings Manage Assessments My Development Rep	orts 💿	Ado
sessment Name Feeding back on Date By %r adership Capability Program Christine Lace 29 Aug 2010 edback Assessment 2 Christine Lace	Development		🖌 Options 🛸	Refres
adership Capability Program Christine Lace 29 Aug 2010 edback Assessment 2 Christine Lace	Assessments (by Group) Assessments (by Date) Feedback	k on other users (3)		
edback Assessment 2 Christine Lace	isessment Name	Feeding back on	Date By % Co	mplete
	adership Capability Program	Christine Lace	29 Aug 2010	50.00
Jy Leadership Capability Program Christine Lace	edback Assessment 2	Christine Lace		0.00
	ly Leadership Capability Program	Christine Lace		0.00

## **Assigning Assessments to Individual Users**

The option to assign an assessment to an individual is available in the user detail window.

GENESYS Genesys Skills Assessor Hello, Gerry Cafolla Logout My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 💿 ... Add stuff. Manage Users & Hierarchy 📀 🎽 Manage Groups Manage Roles & Widget 🙈 Genesys Skills Asse - 0 × N M 📀 Create New User Assign Assessments Edit User Deta Define the structure of your organisation and Hayley Binns Login ID manage the users within it. Last Name Binns First Name Hayley 🗙 Remove Function a Reset Tests Department Training Portal Location Cost Centre Email EIN Validating system: SkillsAssess 💌 New Password Confirm Password Is user archived? 🛛 Delete Apply Revert

After selecting the individual user click on 'Assign Assessments'.

The assessments are then available in the assessment window to select and assign to the user.

ly Development Reports	Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Lo Add
age Users & Hierarchy	🖌 Options 🔹 Refresh 🙋 🎽 Manage Groups	
Genesys Skills Assessor	- 0 X Vidgets	
Create New User	Edit User Details Assign Assessments	
Hayley Binns	Assessment Available From Until Define the structure of your organisation and manage the users within it.	R
	Feedback Assessment to Test 🔠 dear 🔠 dear	
	Remove	
	* Reset Tests	
	¥ Training Portal	
	🗑 🌆 Annual Feedback Review from Agents	
	🗃 💼 Blackberry Support 📄	
	In BT Vision      In the sequence of the	
	Add assessment to user	

Click on the required assessment and select 'Add assessment to user'.

The individually assigned assessment will be visible under 'individually assigned assessments' in the 'My Development' screen of the individual.

ello, Gerry Cafolla			Logo
My Development Reports Manage Groups & Users System Settings Manage Assess	iments My Development Reports 📀		Add st
y Development			🐔 Options 🗯 Refresh
Assessments (by Group) Assessments (by Date) Feedback on other users (3)			
Sroup Name	Date By	% Complete	% Average
New Starters Q4 2009		41.18	0.00
Consumer Sales			3.09
Mortgage Selling			0.00
			0.00
Health Care New Starters		18.75	0.00
			0.00
			25.00
NHS			0.00
fest Group			27.80
ndividually assigned assessments			3.09
eadership Capability Program		100.00	
Management Capability Program		100.00	
kyblue Products		100.00	9.26
V Deals	27 Nov 2009	0.00	

# **Creating Assessements from Existing Assessments**

Content can be used from existing assessments when creating new assessments, providing that the option 'Can Copy' has been selected.

GENESYS		Skillsasses
Manage Assessments	roups & Users System Settings Manage Assessments My Development Reports Skills Analysis	Logour Add stuff Coptions  Refresh
Search  Accountant Compentencies Version 2  Accountant Competencies Test Version 2  Accountant Competencies Test Version 2  Annual Feedback Review from Agents  Banking - Mortgages  Annual Feedback Review form Agents  Banking - Mortgages  Banking - Mortgages	Culter Jalloc     Min Amount Of Questions:     Imax Amount Of Questions:	

The option is available after right clicking on the 'Content' and selecting 'Properties', as per the example below.

NESYS multiter connect				Skillsa	isse
llo, Gerry Cafolla					Logo
My Development Reports Manage Groups & U	Isers System Settings	Manage Assessm	nents My Development Reports Skills Analysis 🕥		Add st
nage Assessments				🧨 Options 🛸 Ref	
Search	Include Dates		Make New Assessment Import Assessment		
Accountant Compentencies Version 2		^	🖃 🏭 Banking Core Skills	^	
💼 Accountant Competencies Test Version 💼 Accountant Competencies Test Version 2			Mor New Question     Privs Delete Content		
Accountant Competencies Test Version 2			Delete Content		
Banking			Con     Properties     Banks and Financial Institutions		
📕 Banking - Mortgages			SEPA.	=	
💼 Banking Core Skills			🖷 🛄 Anti-Money Laundering		
💼 Blackberry Support			🗑 💷 Investment Advice		
🛻 British Gas - Insurance			🗑 🛄 Asset Management		
🛻 British Gas - Products and Services			🎟 🛄 Individual Solutions		
🛻 BT Vision			📧 💷 Ownership and Generation Changes		
💼 Emirates Induction Assessment			🔳 📖 Basic skills		
💼 Financial Core Skills			🎟 🛄 Cash Management		
💼 Garth Test			🗃 🛄 Financing		
🛻 General			🔳 🛄 Corporate Finance	~	
To create a new assessment select 'Make New Assessment' and then rename it accordingly.

In the example below we have created a new assessment and renamed it 'Banking – Mortgages.

ENE SYS			Skillsasse
ello, Gerry Cafolla			Logo
My Development Reports Manage Groups & User	System Settings Ma	inage Assessments My Development Reports Skills Analysis 💿	Add st
anage Assessments			🧨 Options 🗯 Refresh
Search	Include Dates Show Archived Items	Make New Assessment Import Assessment	
Accountant Compentencies Version 2		Banking - Mortgages	~
Accountant Competencies Test Version			
Accountant Competencies Test Version 2		Ξ	
💼 Annual Feedback Review from Agents 💼 Banking			
💼 banking 💼 Banking - Mortgages			
Banking Core Skills			
🛻 Blackberry Support			
💑 British Gas - Insurance			
📕 British Gas - Products and Services			
📕 BT Vision			
💼 Emirates Induction Assessment			
🛻 Financial Core Skills			
💼 Garth Test			
💼 General			~

Content will then be copied from the 'Banking Core Skills' existing assessment.

ENESYS				Skillsasse
ello, Gerry Cafolla				Log
My Development Reports Manage Groups	& Users System Settings	Manage Assessm	ents My Development Reports Skills Analysis 💿	Add s
anage Assessments				🧨 Options 🔹 Refresh
Search	Include Dates Show Archived Items		Make New Assessment Import Assessment	
] 💼 Accountant Compentencies Version 2		<u>^</u>	🗐 🏭 Banking Core Skills	
🛻 Accountant Competencies Test Version			📧 🛄 Mortgages	
🛻 Accountant Competencies Test Version 2		=	🔳 🛄 Private Banking	
📊 Annual Feedback Review from Agents			🔳 🛄 Corporate Banking	
💼 Banking			🔳 🛄 Banks and Financial Institutions	
Banking - Mortgages			💌 🛄 SEPA	=
Banking Core Skills			📧 🛄 Anti-Money Laundering	
💼 Blackberry Support			📧 📖 Investment Advice	
💼 British Gas - Insurance			📧 🛄 Asset Management	
💼 British Gas - Products and Services			🔳 🛄 Individual Solutions	
🛻 BT Vision			📧 💷 Ownership and Generation Changes	
💼 Emirates Induction Assessment			🔳 🛄 Basic skills	
💼 Financial Core Skills			🎟 🛄 Cash Management	
💼 Garth Test			🔳 💷 Financing	
🛾 💼 General		~	🖼 🛄 Corporate Finance	~

To copy existing Content, right click on the required Content and keeping this selected drag the Content across highlighting the new assessment name and then release. If this has been done correctly, a messsage box will be presented with three options:

- Copy select this to create a straight copy of the Content together with all of the associated questions.
- Shortcut select this to create a 'slave' of the original Content. Any amendments will need to be managed in the original Master.

GENESYS				Skillsassess
Hello, Gerry Cafolla My Development Reports Manage Groups & Users Manage Assessments Search	System Settings Manage Assess	ments My Development Report	*	Logout Add stuff Options 🖆 Refresh 🔇
Accountant Compentencies Version 2     Accountant Competencies Test Version     Accountant Competencies Test Version 2     Accountant Competencies Test Version 2     Annual Feedback Review from Agents     Banking     Annual Feedback Review from Agents     Banking - Mortgages     Banking - Mortgages     Banking - Mortgages     Difference - Advise	What do you want to do Copy Shortcut Cancel	Banking - Mortgages	Drag the existing Content on to the i assessment name.	new

• Cancel – select this to cancel.

The copied Content will then appear beneath the new assessment, as per the example below. Each Content has to be individually selected for copying.

**Note:** Where multiple Content is being copied, make sure that each Content is dragged across on to the assessment name.

GENESYS			Skillsasse
Hello, Gerry Cafolla			Logo
My Development Reports Manage Grou	os & Users System Settings	1anage Assessments My Development Reports Skills Analysis (	🔾 Add stu
Manage Assessments			🖌 Options 🗟 Refresh
Search	Include Dates Show Archived Items	Make New Assessment Import Assessment	
Accountant Compentencies Version 2		📄 💼 Banking - Mortgages	~
🗉 💼 Accountant Competencies Test Version		🗈 🛄 Mortgages	
🛿 💼 Accountant Competencies Test Version 2			
🛿 💼 Annual Feedback Review from Agents			
] 💼 Banking			
] 💼 Banking - Mortgages			
] 💼 Banking Core Skills			
🔳 🛄 Mortgages			
📧 💷 Private Banking			
📧 🛄 Corporate Banking			
📧 🛄 Banks and Financial Institutions			
🗑 🛄 SEPA			
📧 🛄 Anti-Money Laundering			
📧 🛄 Investment Advice			
🗑 🛄 Asset Management		V	~

In the example below 'Private Banking' has been copied across from an existing assessment, however the 'shortcut' option has been selected which is why the name is presented in italics.



## **Import & Export Assessments**

The option to import and export assessments is available in the Import and Export widget.

This option allows any assessments that were created in the old 'Discover' assessment application to be imported after first exporting them.

llo, Hayley Binns						Log
My Development Reports Manage Roles and Groups	Manage Assessments	Administrator Skills	analysis 💿			Add s
port And Export Assessments			🧨 Options 🗯 Refresh	$\odot$	Manage Assessments	
					Import And Export Assessments	
Search Export Import					Import and Export Assessments	
Accountant Compentencies Version 2     Accountant Competencies Test Version     Accountant Competencies Test Version 2     Annual Feedback Review from Agents     Banking					X Remove	-
📠 Banking Core Skills						
💼 Blackberry Support 💼 BT Vision						
ille Emirates Induction Assessment						

All of the existing assessments in Skills Assessor will be visible down the left hand side.

Select the assessment to export and click on the 'Export' button. This will present a 'File Download' box, as per the example below.

Select 'Open' to view some audit data for the assessment.

Select 'Save' to save the assessment externally.

GENESAZ		Genesys Skills Assessor
Hello, Hayley Binns		Logout
My Development Reports Manage Roles and Groups	File Download 🛛 🔀	Add stuff
Import And Export Assessments	Do you want to open or save this file?	🖌 🧳 Options 🛱 Refresh
Search Export Import	Name: Banking.zip Type: zip Archive, 383 KB From: localhost	
<ul> <li>Accountant Compentencies Version 2</li> <li>Accountant Competencies Test Version</li> </ul>	<u>Open</u> <u>Save</u> Cancel	
Log and the set of the set o	While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?	
🗷 💼 Banking Core Skills		
📧 💼 Blackberry Support		
🗷 🛻 BT Vision		
📧 💼 Emirates Induction Assessment		
🗷 💼 Financial Core Skills		
🗷 💼 Garth Test		
— · ·		

Selecting Save will then give you the option to save the document.

Save As			? 🗙		4
Save jn:	🞯 Desktop	🝸 ઉ 🕸 📂 🛄 -			So Elinks
My Recent Documents					Genesys Skills Assessor
Desktop					Logout Add stuff
My Documents				>st	🖌 Options 🛱 Refresh 🔇
DEMOSRV	File game: Banking zip Save as type: zip Archive		<u>S</u> ave Cancel	when download completes	
💌 🚮 Bankii 💌 🚮 Bankii	ng Core Skills			Upen Open Folder Cancer	
📧 💼 Blackt					
	tes Induction Assessment				
💌 🛻 Finan					
	•				Jumot

To import an assessment (this is the same for an assessment from Discover or form Skills Assessor), select 'Import' and the option to browse and select the relevant assessment file is then available.

Once the relevant file has been selected, click on 'Import' and the file will be imported and available within the list of exoisting assessments.

tello, Hayley Binns My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 🕼	Logou
	Add stuf
mport And Export Assessments	🧨 Options 🔹 Refresh 🔇
Search Boort Im Genesys Skills Assessor	
Accountant Compentencies Version 2	<u>^</u>
In Accountant Competencies Test Version	
In Accountant Competencies Test Version 2     In Annual Feedback Review from Agents	
Banking	
🛛 🛻 Banking Core Skills	
I 💼 Blackberry Support	
💼 BT Vision	
] 💼 Emirates Induction Assessment	
a 💼 Financial Core Skills	
I 🚛 Garth Test	

# **Skills Analysis Module**

This module may not be available within the Skills Assessor application as it purchased and supplied separately.

#### **Performance Data Import Widget**

KPI data can be imported to be used together with assessment results for analysis purposes. The correlation analysis identifies which skill or knowledge is driving performance allowing the operation to create specific training plans.

The KPI data first needs to be imported to enable analysis (assessment data will already exist).Below is an example of a spread sheet of KPI data with the Users identified down the left hand side and key results information in the relevant columns and in this example 'Customer Satisfaction' & 'Business Satisfaction Each KPI column of data is imported separately.

EmployeeID	FirstName	LastName	UserName	<b>Customer Satisfaction</b>	<b>Business Satisfaction</b>
A03	Martha	Wash	A03	89.82063474	
A02	Macy	Stay	A02	99.41759898	
A01	Kristine	w	A01		100
U_8360_Simulator	Jessica	Ward	wardj		81.68713855
U_8359_Simulator	Eartha	Ward	ward	94.79678477	
U_8358_Simulator	Alex	Wang	wang		93.18464528
U_8357_Simulator	Tammy	Walsh	walsh		47.7305238
U_8356_Simulator	Melissa	Wallace	wallacem	46.77113893	
U_8352_Simulator	Pat	Wehie	wehie	67.87245644	
U_8355_Simulator	Jessica	Wallace	wallace	61.52025432	
U_8351_Simulator	Megan	Parker	parker		100
U_8353_Simulator	Dick	Clarkson	clarkson		98.14055561
U_8354_Simulator	Diane	Vigil	vigil	84.29866911	
U_8259_Simulator	La Tasha	Porras	porras	45.8862075	
U_8258_Simulator	Cassandra	Poorman	poorman		100
U_8257_Simulator	Misti	Pivero	pivero		95.81260904
U_8256_Simulator	Regina	Petty	petty	96.83501891	
U_8255_Simulator	Jessica	Peterson	peterson		94.47624437
U_8254_Simulator	Helena	Peters	Peters	99.20067585	
U_8253_Simulator	Monica	Perez	perezm		87.61608655
U_8252_Simulator	Linda	Perez	perez	100	
U_8251_Simulator	Guadalupe	Perepelkin	perepelkin		100
U_8250_Simulator	Abel	Penunuri	penunuri	92.2872459	
U_8249_Simulator	Enej	Pelletier	pelletier	81.87246467	
U_8248_Simulator	Sharla	Patterson	patterson	95.56187675	
U_8247_Simulator	Nathaniel	Parrish	parrish	85.56785987	
U_8234_Simulator	Tracy	Neal	nealt	76.53128427	
U_8246_Simulator	Rachel	Padawer	padawer	97.17035923	
U 8237 Simulator	Nancy	Nelson	nelson	100	

Select the 'Performance Data Import' widget.

After selecting the Performance Data Import widget, KPI data can then be imported into the application.

By default the 'Select File' tab is already selected. The next step is to either enter the path to the required file, or browse to select the required file.

GENESYS	Genesys Skills Assessor
Hello, Hayley, Binns My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 💿	Logout Add stuff
Performance Data Import	🖋 Options 🛱 Refresh 💽
Please enter the path to the file or click Browse to search for it Browse	
	Ħ
[6.] III	

Once the file has been selected, click on View. This presents the first nine rows of spreadsheet data being imported.

GENESYS	Genesys Skills Assessor
Hello, Hayley Binns	Logout
My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 💿	Add stuff
Performance Data Import	🥓 Options 🛱 Refresh 🧕
Select File View Import Please enter the path to the file or click Browse to search for it C\Documents and Settings\/ Browse	
<b>(</b>	>

After selecting 'Import', the 'Source Fields' will need to be matched to the 'Destination Field'.

The 'Source Fields' are listed at the left hand side and only one needs to be drag and dropped into the 'Source Field' & 'User Field Mapping' table (only one is required for Skillsassess to identify which user the data belongs to for analysis purposes).

GENESYS Hello, Hayley Binns My Development Reports Manage Roles a	the mapping tabl		drag and drop into	) Skillsassess
Performance Data Import			🖡 Options 🖆 Refresh 💿 🎽 Skills Anal	ysis 🔨
Select File V. Import	User Field Mapping			nce Data Import 🗸 🗸
Source Fields EmployeeID	Source Field	Destination Field	Remove	
FirstName		Login ID	a Delete Pe	rformance Data 🔨 🔨
LastName		Last Name		
UserName		Grst Name		
CustomerSatisfaction		Function		
BusinessSatisfaction		Department		
		Location		
		Cost Centre		
		Email		
		EIN		
	Performance Sets to import			
	Source Field	Set Description		
	No records to display.		~	

In the example below, the 'EmployeeID' has been matched to the 'LoginID' field.

NESYS			SKI	illsas
lo, Hayley Binns				Lo
y Development Reports Manage R	oles and Groups Manage Assessments	Administrator Skillsanalysis 💿		Add
ormance Data Import		🖌 Options 🛸	Refresh 🕑 🎽 Skills Analysis	
Select File View Import			Performance Data Import	
			Data Import	_
	User Field Mapping			
Source Fields	Source Field	Destination Field	🖌 🔀 🗶 Remove	~
EmployeeID FirstName	EmployeeID	Login ID	Delete Performance Data	
LastName		Last Name		
UserName		First Name		
CustomerSatisfaction		Function	≡	
BusinessSatisfaction		Department		
		Location		
		Cost Centre		
		Email		
		EIN		
	Performance Sets to import			
	Source Field	Set Description		
	No records to display.			

The performance data then needs to be selected for importing.

In the example below 'Customer Satisfaction' data and 'Business Satisfaction' data has been selected and dragged into the bottom 'Performance Sets to Import' window.

Senesys				Skillsasse
lello, Hayley Binns				Logo
My Development Reports Manage Rol	es and Groups Manage Assessments	Administrator Skillsanalysis 💿		Add sto
erformance Data Import		/ OF	otions 🖆 Refresh 💿 🎽 Skills Analysis	
Select File View Import			Performance Dat	a Import
			Data Import	
	User Field Mapping			
Source Fields	Source Field	Destination Field	🔜 🗶 Remove	
EmployeeID	EmployeeID	Login ID	≥ Delete Performa	nce Data
FirstName		Last Name		
LastName UserName		First Name		
CustomerSatisfaction		Function	≡	
BusinessSatisfaction		Department		
businessousidedon		Location		
		Cost Centre		
		Email		
		EIN		
	Performance Sets to import			
	Source Field	Set Description		
	CustomerSatisfaction	CustomerSatisfaction		
	BusinessSatisfaction	BusinessSatisfaction		

Once this has been done, click on 'Import' in the bottom left hand corner of the window.

GENESYS					Skillsassess
Hello, Hayley Binns					Logout
My Development Reports Manage Roles and Gro	ups Manage Assessments Adm	inistrator Skillsanalysis 💿			Add stuff
Performance Data Import		🖌 Options 🕈	💈 Refresh 📀 🎴	Skills Analysis	^
CustomerSatisfaction			- I I I I I I I I I I I I I I I I I I I	Performance Data Import	~
BusinessSatisfaction		Department Location	Da	ata Import	
		Cost Centre			
		Email	×	Remove	
		EIN	3	Delete Performance Data	^
	Performance Sets to import				
	Source Field	Set Description			
	CustomerSatisfaction	CustomerSatisfaction			
	BusinessSatisfaction	BusinessSatisfaction			
thound					

Information will be presented as per the example below once the import has been completed.

GENESYS	Skillsassess
Hello, Hayley Binns	Logout
My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 💿	Add stuff
Performance Data Import 🖌 Options 🕏 Refresh 🧕	Skills Analysis
Select File View Import	Performance Data Import
	Data Import
	X Remove
Uploaded 100% (2) Total 2	Pelete Performance Data
Uploaded files: 100% (134) Total files: 134	
Uploading file: Importing BusinessSatisfaction Elapsed time: 00:03:155 Estimated time: Speed:	
No of Successful Rows imported: 3189	
No of Failed Rows imported: 134 user = U_8353_Simulator / col = 5 / error = Conversion from string "" to type 'Double' is not valid.	
user = bandrews / col = 5 / error = Conversion from string ** to type 'Double' is not valid. user = Jdrews / col = 5 / error = Conversion from string ** to type 'Double' is not valid.	
user = U_7004_Simulator / col = 5 / error = Conversion from string *** to type 'Double' is not valid.	

#### Using the Skillsanalysis Widget to Analyse the Imported Performance Data

Select the Skillsanalysis widget and any existing assessments will be presented in the left hand window together with the imported performance data at the very bottom of the list.



GENESYS	Skillsasses
Hello, Hayley Binns	Logout
My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsan:	alysis 💿 Add stuff
Skills Analysis	🖌 Options 🛱 Refresh
Choose Items to Analyze Perform Analysis Analysis Results Saved Items Summary	
Tick one or more items in the tree on the left and click Add to add them to to the list of items to analyse. Ticking/unticking a box	will affect all visible items that belong to it in the tree.
🗷 🔄 Skyblue Products	
🗑 🗖 💼 TEC AMDOCS 2	
🗷 🔲 🖬 Test	
🕷 🗌 📊 Test12	
🛞 🔲 💼 TV Deals	
🛞 🔲 📊 Typing Skills	
■ □	
LAT Feedback Self Only	
🛞 📑 🖬 UAT Test Assessment 💦 🦳 🥵	
UAT Test Assessment 2	
🛞 🔲 📊 VR OSS - T&I Investment Scheduler Process	
Company Com	
Customer Satisfaction August 🗉	
Customer Satisfaction	
🔲 🔀 Business Satisfaction	
	×

Select the required data for analysis. This can be done by either selecring and ticking each one individually or ticking all of the required data and selecting 'Add'. The data selected for analysis will then appear in the right band side box of the window.



Once the data has been selected, select the 'Perform Analysis' tab and click on 'Run Analysis'.

GENESYS	Skillsassess
Hello, Hayley Binns	Logout
My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 🔘	Add stuff
Skills Analysis	🧨 Options 🛸 Refresh 🧕
Choose Items to Analyze Perform Analyzis Analysis Results Saved Items Summary	
Run Analysia	<u>^</u>
	~

The application will start running the analysis and will display any activity as per the example below.

GENESYS	Skillsassess
Hello, Hayley Binns	Logout
My Development Reports Manage Roles and Groups Manage Assessments Administrator Skillsanalysis 💿	Add stuff
Skills Analysis	🧨 Options 🛸 Refresh 🤇
Choose Items to Analyze Perform Analysis Analysis Results Saved Items Summary Run Analysis Run Analysis Run Analysis Run Analysis Progress 50% (2) Total 4 Progress 56.67% (4) Current Step: Analysing Banking and Customer Satisfaction Elapsed Time 00:03:15s	

Once the analysis has been completed a list of best correlations is presented as per the example below.

ello, Hayley Binns			
My Development Repo	orts Manage Roles and Groups Manage Assessments Administrator Skillsanaly	iii Q	
lin Analysis :			Ø Options
Choose Items to Analyze	Perform Analysis Analysis Results Saved Items Summary		
		ential training areas to improve any of your data sources. The Results Matrix shows the complete results of the analysis in tab	ular form
Best Correlations Fin	d Constation For Results Matrix		
ick a data set name to find t	the best correlations for just the selected set		
Conelation X	Data Set 1	Data Set 2	Matches
93.61	Biackberry Support	87 Vision	4
K2.87	BT Vision	I Phone Support	1
IS.79	i Phane Support	Latest Product Launch - Support Information	3
81.91	87 Vision	Mobilephone Consumer Sales	4
76.56	Bilecknerry Support	insurance Knowlighte	5
75.68	Emilates Induction Assessment	Landline ISDN30	10
4.36	Emilates Induction Assessment	Customer Tailstaction	4.5
72.55	Emirates Induction Assessment	1 Phone Support	10
71.07	Sileckherry Support	i Phone Support	2
61.21	General Pre-Test V2	Notilieghtine Consumer Selles	4
10.62	Serving	Business Satisfaction	15
59.81	1 Phone Support	Mobilephone Consumer Sales	4
4.75	Blackberry Support	Mubilityshone Consumer Sales	7
58.36	Customer Satisfaction	Business Satisfaction	3
7.13	British Gas - Products and Services	1 Phone Support	5
56.94	Blackberry Support	British Gas - Products and Services	5
55.88	Blackberry Support	Genesus Pre-Test V2	4
\$3.43	Insurance Knowledge	Mobilephone Consumer Sales	3
50.94	Biackherry Support	Genesys Pre-Test System Consultant, Inbound Value	4
		Provinsi and the second s	

The 'Find Correlation For...' tab is available to view specific correlations after selecting from the available drop down list.

GENENYS			Genesys Skills Ass
Hello, Hayley Binn	ns .		
My Development	Reports Manage Roles	end Groups Manage Assessments Administrator Skillsanalysis	
Skills Analysis			🖉 Options 🛱 Rafte
Choose Items to Ar	Analyze Perform Analysis	Analysis Results Saved Items Summary	
The Best Correlations	) list shows the most highly corr	lated results. You can use the "Find correlation for.," tab to help you find potential training ar	tas to improve any of your data sources. The Results Matrix shows the complete results of the analysis in tabular form.
Best Correlations		Results Matrix	
		* States the indepict of the Constitution Sec. * * States an analysis set to find constitution Sec. The Sector	т

Information will then be presented showing the correlation and the number of matches.

lo, Hayley Binns			
Ay Development Reports Manage Roles and Groups Manage Assessments Administrator Skillnanalysis O			
Analysis			Options (1)
Choose Brens to Analyze Perform Analysis Analysis Results Saved Brens Summary Best Correlations list shows the most highly correlated results. You can use the "Find correlation for." tab to help you find potential training areas to imp	one any of your data sources. The Republic Matrix shows the complete res	its of the analysis in tabular form	
Rest Consistence in a consistence in the consistence of the consistence in the consistence of the consistenc	our sid a feel and sector. In sector share a sector of complete res		
ch analysis set do you want to find the best correlations for? Cutomer Satisfaction *			
advanding as an owned water and the area controlled as as a Contention Statisticity	Constation	Matches	
Instea Induction Assessment	74.85%	4	_
Lines Setulation	-56.36%		
nking	-34.87%	18	
udline (SOND)	-31.49%	24	
ciberry Support	10.91%	15	
tone Support.	3.29%	13	

Illo, Hayley Binns																
My Development Repo	its 📃 Manage R	oles and Groups	Manage Asses	uments Adr	ministrator Sa	illisanalysis 🛛 😡	+									
le Analysis							-								-	P Options 1
Choose Items to Analyze Best Correlations list show	Perform Analysis			tents Summary	r Ttab to belo int	Find notantial train	ad enset to interv	na na of card	to any other. The Res	the Matrix show	the complete secul	a of the applicate	in tabular form			
	Correlation For	Results Mate		na correston na	a - taki minanti tak	The pole of a local state	ing all tos contribut	the mid or four m	of pour ces. The res	Party man is show	one complete reson	a to the startists	th brown rother.			
TOH.			5. V.		51 <sup>2</sup>					11.		_				
	Earling	Backberry Support	Unitsh Gas - Products and Services	BT Vision	Emirates Induction Assessment	Generge Pro Test System Consultant, Indound Voice	Genergys Pre- Test V2	LiPhone Support	årturønce Knowledge	Landhnel II ISDND0	Latent Preduct Leunch - Support Information	Leaderthip Capability Program	Mobilephone Consumer Sales	Customer Satisfaction	Business Satisfaction	
anking		22.39%	6.25%		8.14%			12.94%		2.15%				34,876	60.62%	
lackberry Support	22.19%		56.94%	53.61%	34.875	50.94%	SS JUN	2127%	26.56%	26.77%	45.125		58.75%	10.91%	7.13%	
ritish Gas - Products and envices	622%	56.94%			5.71%			37.13%		46.03%						
T Vision		93.41%						90.075					81.91N			

Using the 'Results Matrix' will allow the information to be presented as per the example below.

By selecting the required result this will suggest the number of users to be selected for training between the lower cut off and the higher 10% cut-off.



IIIo, Hayley Binns	s Manage Ro	les and Groups	Manage Assess	ments Admi	nistrator Skills	enalysis 0-								Lo Adv
The Accelerate			-											Options 🖬 Antresh
Okoose Berns to Analyse e Best Correlations. Fot shows	Parform Analysis the most highly co			ens Summery of correlation for	" tab to help you fo	d potential training s	ereas to improve any of	iour dete pources. Th	Results Matrix shows t	he complete results of the ar	salyzis in tabular form.			1
Best Constations \ Find:	Constation Per-	Results Matrie												
Denting		22.89%	8.22%		States		141	662	32.09			38.42%	49325	*
trecktory Support	12.315		31.915	max	14 the have and Emir The area handles to Emirates	tes Induction Assessment Internet The Two Institu- Institutes Transition	ere indicates five range			43.12%	8.75	20.52%	7.57%	
tritali Gao - Products and Jeograp	(8225)				5 Number Number	fis Emirates Induct	or this training plan the tion Assessment w training plan Ting fraining plan	click the Save Buttor						*
ET Wegener		max			Erro I	1		1000			0.05			
milales (intestion ). Latestiment	1.105	8425	5.215				<u>u</u>		72.649			35.00K	ass	

Once the numbers for training have been selected this can be saved as a new training plan.

It will then be available for selection in the 'Saved Items Summary'.

	Genesys Skills Asse
	🖉 Options 🕾 Ar
Consistion %	Lawer Cutoff Upper Cutoff Upers Selected
ament 74.88	40.00 80.00 4

By right clicking on the saved training plan will enable the user details to be exported and visible to arrange the relevant training.



## **Reports**

## **Knowledge Nudge Reports**

Select the 'Knowledge Nudge Report' (this may be in the Report Widget depending on how the application has been set up).

Click on the user and the available user information will depend on where the individual who is searching for information is situated in the hierarchy.

In this example the user has been selected by 'selected position only' but users can be selected into the hierarchy.

After selecting the individual, a list of the assessments where knowledge nudges have been accessed are presented in the bottom left hand window.

GENESYS		Ge	enesys Skills Assessor
Hello, Gerry Cafolla       My Development     Reports       Knowledge Nudge Neport       Report filters:     Start Date:       Ol-Mar-2010       End Date:	s System Settings Manage Assessments My Development OThe selected position only OInto the hierarchy 1 + Ievel(s) down	Reports 🕢 Poptions 🕾 Refresh 🕗 🕨 Admin Report Feedback Re Export Knowledge N	port ^
	The report needs to be rebuilt to reflect your selections Rebuild report	Report on time a Nudge Remove Proports	ind usage of Knowledge

GENESYS			Genesys Skills Assessor
Hello, Gerry Cafolla			Logout
My Development Reports Manage G	Broups & Users System Settings Manage Assessments	My Development Reports 💿	Add stuff
Knowledge Nudge Report		🧨 Options 👙 Refresh	
Report filters: Start Date: 01-Mar-2010 End Date: 14-Aug-2010	Image: Construction of the selected position       Image: Construction of the hierarchy of the hierarch		<ul> <li>▶ Feedback Report</li> <li>▲ Knowledge Nudge Report</li> </ul>
	The report needs to be rebuilt to refle Rebuild report	ctyour selections	Report on time and usage of Knowledge Nudge Remove Reports

Click on 'Rebuild Report' once the individual has been selected.

The information is then available to view and there are several options to select from.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Add stuff
Knowledge Nudge Report de Copions 🕏 Refresh 🤤	Admin Reports
Report filters: Start Date: 01-Mar-2010 🔠 💿 The selected position only	■ Feedback Report
End Date: 14-Aug-2010 🕅 Ointo the hierarchy 1 🛟 level(s) down Export	Knowledge Nudge Report 🗸 🗸
Chartings Users Visits Visits Output: Output: Output: Nudge User Nudge User Nudge Broadband Support Number Of Visits Output:	Report on time and usage of Knowledge Nudge  Remove  Reports
<u></u>	

## **Assessment Report**

Select Reports to view the individual results or a team results based on the hierarchy.

	GENESYS				Genesys Skills	Assessor
	Hello, Gerry Cafolla					Logout
	My Development Reports Manag	je Groups & Users 💦 Sj	ystem Settings Manage Assessments My Development	Reports 🛛 💿		Add stuff
	Reports			🖌 Options 🔹 Refresh 📀	· ·	^
	Report filters: Stary Date: 15-Jul-2010		OThe selected position only Ointo the hierarchy 1	Export	Feedback Report	^
	EndDate 14-Aug-2010			Export	<ul> <li>Knowledge Nudge Report</li> <li>Reports</li> </ul>	
	Director of Contact Centres (Geny Catoli)				Report on individual or team scores	
Select the					× Remove	
individual					A Remove	
from the						
hierarchy	<		The report needs to be rebuilt to reflect your selections			
	Select all		Rebuild report			
	Skyblue Products (1) Leadership Capability Program (1) Management Capability Program (1) July Management Capability Program (1)					
	8					

Select the individual and the required date range.

Select the assessments from the bottom left hand window. These are all of the assessments that the individual has completed. Once selected, click on 'Rebuild report' to view the results.

The results can be expanded be clicking on the Assessment name to reveal the Content level results. Click on the Content name to view the individual questions as per the example below.



GENESYS Genesys Skills Assessor Hello, Gerry Cafolla Logout My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🛛 💿 ... Add stuff. Reports Feedback Report Start Date: 15-Jul-2010 Report filters: ⊞ ⊙The selected position only Ointo the hierarchy 1 💠 level(s) down Export End Date 14-Aug-2010 m Knowledge Nudge Report 🛚 Rep . Report on individual or team scores 9.26% Skyblue Products ♥ Basic Knowledge Awareness 0.00% How much 🗙 Remove -Which of View Detail A custom 0.00% Brand Identification 0.00% > Website Information < Select all ♥ Skyblue Upgrades > Basics > Course Feedback V Skyblue Products (1) Leadership Capability Program (1) Management Capability Program (1) July Management Capability Program (1)

By right clicking on a question the option to 'View Detail' is presented.

Click on 'View Detail' to reveal the answer given and the correct answer. Where a team has been selected, that is, x levels into the hierarchy, this will list all of the team with their respective answers.

GENESYS Hello, Gerry Cafolla		Genesys Skills Assessor
My Development		eports 🔘 Add stuff
Enc	Date 15-Jul-2010	Options & Refresh
	Luestion type: Multiple Choice     Question type: Multiple Choice     Result     Question type: Multiple Choice     Result     Grave Channels?     Correct A. £36     Gerry Cafolla £100     Wrong tion of time     Tomore time     Tomor	Report on individual or team scores

The option to export the information into an Excel spreadsheet is also available by clicking on the select for export button and then click on Select for export button



## **Feedback Report**

Similar to the assessment report the users can be selected individually within the hierarchy structure.

Using the date range this will display any feedback assessments that the individual has completed in the bottom left hand window. Select the specific assessment and click on 'Rebuild report'.

llo, Gerry Cafolla				Logo
Ay Development	Reports Manage Groups & Users	System Settings 🔨 Manage Assessments 👋 My Development 👋 Reports 👋 🚳 🔪		Add st
dback Beport		🖍 Options 🛱 Refresh	Admin Reports	
port filters:	Start Date 15-Jul-2010 611 End Date 14-Aug-2010 611	Report	Feedback Report     Report to display Feedback	-
Director of Contact Ce	entres.		× Remove	
			* Knowledge Nudge Report * Reports	
			Protection of the second se	
	[a]			
Gerry Cafolla	2	The report needs to be rebuilt to reflect your selections		
		Rebuild report		
	3			
Management Capabili Leadership Capability	Ity Program			

The information presented will display the user feedback together with the manager feedback depending on whether the assessment has been created as user and manager and if the manager has completed their feedback assessment.

The information is also available for exporting to an Excel spreadsheet by selecting 'Export'. The Excel spreadsheet will contain the criteria used in the assessment.



#### **View Print Assessment**

There is the option to preview and print the assessment detailing all of the questions and/or criteria.

In the Manage Assessments widget, right click on the assessment name and select 'View/Print Assessment' as per the example below.

ENESYS ello, Gerry Cafolla				Log
My Development Reports Manage Groups & Users lanage Assessments	: System Settings Mana	age Assessments	s My Development Reports 🔘	Add s 🦨 Options 🕏 Refresh
Search	Include Dates	E C	Aake New Assessment	
			Stacksenschmannel     New Content     Properties     Vriew/Print Assessment     Vriew/Print Assessment     Navigating Tariff Application     Blackberry Email Knowledge Feedback     Blackberry Browser Knowledge Feedback	

Example of an assessment

Question 7 This is a hotspot question. Place one X on the picture to indicate your answer.	
On the attached image click on the icon that the customer needs to select to after listening to the attached call.	Click here to play audio

#### Example of a feedback assessment

	Insurance Knowledge							
Insurance Industry Knowled	ge Feedback > K	nowledge						
Question 1 This is a feedback question. Tick only on	e of the provided ansy	wers.						
I have sufficient knowledge of the Insurance Industry to confidently	Comments/Evidence	Not Sure	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	
discuss the challenges in their environment.								
Insurance Industry Knowledge Feedback > Information Question 2 This is a feedback question. Tick only one of the provided answers.								
Additional Insurance information would ensure a higher sales conversion	Comments/Evidence	Not Sure	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	
rate.								
Insurance Industry Knowledge Feedback > Sales Opportunities  Duestion 3  This is a feedback question. Tick only one of the provided answers.  Comments/Evidence  Not Sure Strongly Disagree Disagree Neither Disagree Agree Strongly Agree								
information available to support any sales opportunities.		Not Sure	Strongly Disagree	Disagree	or Agree	Agree	Strongly Agree	
Duestion 4	nsurance Industry Knowledge > Insurance Industry Knowledge							

### **Admin Reports**

To access the Admin Reports select the Admin Reports widget and a window will appear as per the example below.

There are 3 Admin Reports:

- User Result Detail
- User Feedback Response Percentages
- Question Response Summary

Reports can be generated without any filters, therefore presenting all of the associated detail as per the examples below.

#### **User Result Detail**

Select the required report at the bottom of the Admin Reports screen. Use the drop down box to select the required report. In this example the report selected is the' User Result Detail'.

Once the required report has been selected, click on 'Create Report'.

SENESYS						Genesys Skil	ls Assesso
lello, Gerry Cafolla		× • • •					Logou
My Development	Reports Manage Group:	s & Users System Settings	Manage Assessments	My Development	Reports 💽	🔰 🗳 Admin Reports	Add stuff
idmin Reports oser rinters.		1			🔹 Options 🙀 Refresh	Administration Reports	
						× Remove	
						अ Feedback Report	
						¥ Knowledge Nudge Report	
						■ Reports	
Add Remove		-					
est Result Filters:							
					11		
Add Remove		4					
Save Filters Loa	d Filters						
			1				
lect a report from the	list User Result Detail	Create report					

The report will then automatically appear at the top of the page next to the Filters tab.

GENESYS			Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manage Groups		My Development Reports 💿	Logout Add stuff
My Development Reports Manage Groups Admin Reports	& Users System Settings Manage Assessments		Add stur
Filters User Result Detail		<u> </u>	Administration Reports
			<ul> <li>¥ Feedback Report</li> <li>▲ Knowledge Nudge Report</li> </ul>
			* Reports
Add Remove Test Result Filters:		E	
Add Remove Save Filters Load Filters			

After selecting the report the option is then available to select the specific assessment from the assessments available.

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ilo, Gerry Cafolla			Logou
My Development Reports Manage Group	s & Users System Settings Manage Assessments My Develo	opment Reports 💿	Add stu
min Reports		🎤 Options 🛸 Refresh 💽 🎴 Admir	n Reports
Filters User Result Detail 😆		Adminis	tration Reports
Filters applied to this report			
ser Filters:	Test Result Filters:	× Rem	
Io filter was applied.	No filter was applied.		oack Report Iedge Nudge Report
	nnual Feedback Review from Agents lackberry Support T Vision eedback Assessment to Test Feedback Models enersy enersy Bre-Test System Consultant, Inbound Voice enersys Bre-Test V32 lealth Care Phone Support nsurance Knowledge uly Management Capability Program atest Product Launch - Support Information hobilephone Consumer Sales lew Product Qui is HIS Mental Health Disorders afeby Rating of New Cars		

The data can then be expanded to Content and Question level with the option to Export into Excel. Click on the relevant buttons to expand the data.

GENESYS'									Genesys S	KIIIS ASSESS
Hello, Gerry (	Cafolla									Log
My Developm	ent Reports	Manage Groups & U	Jsers System Settir	ngs Manage A	Assessments M	y Development	Reports 🛛 🗿			Add s
dmin Reports			( )	<u> </u>				7	1	Options 🗯 Refresh
	er Result Detail 🛛 🛛 🛛 🛛 🛛 🔊		Clic	k on the	button to	)				×
<b>User Filters:</b> No filter was a	applied.	/	expa	and the v	view.					
Select an asses	sment from the list to	e the report: Mobi	ilephone Consumer Sale	s	×					
Assessment	Content Quest	tion Export	>							
Login ID	Hirst Name	Last Name	Date Completed	Overall result	Mobile Phones	What are the pay-	Which of these Mobile Phones	Broadband	Where would you	Which of these
						monthly tariffs for Sim-only plan	are exclusive to TP?		click to order Broadband?	a Cereal 🗐 Commercial?
	t of:						are exclusive to			
Question ou				63.89%	47.92%	Sim-only plan	are exclusive to TP?	59.21%	Broadband?	Commercial?
Question ou Average (8 u		Andrews	13-Jan-2010 12:35	<b>63.89%</b> 62.22%	47.92% 16.67%	Sim-only plan 40	are exclusive to TP? <b>80</b>	<b>59.21%</b> 63.16%	Broadband?	Commercial? 70
Question ou Average (8 u pandrews	isers):	Andrews Ardon	13-Jan-2010 12:35 19-Apr-2010 11:29			Sim-only plan 40 43.75%	are exclusive to TP? 80 50.00%		Broadband? 60 100.00%	Commercial? 70 0.00%
Question ou Average (8 u pandrews pardon	Bob			62.22%	16.67%	Sim-only plan 40 43.75% 50.00%	are exclusive to TP? 80 50.00% 0.00%	63.16%	Broadband? 60 100.00% 100.00%	Commercial? 70 0.00%
Question ou Average (8 u pandrews pardon Hayley	Bob Peter	Ardon	19-Apr-2010 11:29	62.22% 60.00%	16.67% 83.33%	Sim-only plan 40 43.75% 50.00% 50.00%	are exclusive to TP? 80 50.00% 0.00% 100.00%	63.16% 63.16%	Broadband? 60 100.00% 100.00%	Commercial? 70 0.00%
Question ou Average (8 u bandrews bandon Hayley demo	Bob Peter Hayley	Ardon Binns	19-Apr-2010 11:29 11-May-2010 20:18	62.22% 60.00% 80.00%	16.67% 83.33% 83.33%	Sim-only plan 40 43.75% 50.00% 50.00% 50.00%	BO           50.00%           0.00%           100.00%           100.00%	63.16% 63.16% 63.16%	Broadband?           60           100.00%           100.00%           100.00%           100.00%	Commercial? 70 0.00%
Question ou Average (8 u bandrews pardon Hayley demo fdavies jdoe	Bob Peter Hayley Gerry	Ardon Binns Cafolla	19-Apr-2010 11:29 11-May-2010 20:18 19-Apr-2010 11:11	62.22% 60.00% 80.00% 62.22%	16.67% 83.33% 83.33% 16.67%	Sim-only plan           40           43.75%           50.00%           50.00%           50.00%           50.00%           50.00%	are exclusive to TP? 80 50.00% 0.00% 100.00% 100.00%	63.16% 63.16% 63.16% 63.16%	Broadband?           60           100.00%           100.00%           100.00%           100.00%           100.00%	Commercial? 70 0.00%

## **Using the Report Filters Option**

Filters can be created and saved by selecting 'Add' which will then present the 'Edit User Filters' as per the example below.

Use the drop down box to select the filter required. In the example below the options are – Hierarchy, User Field & Group.

Once the filter has been selected click on 'Add Filter'.

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports	SENESYS		Genesys Skills Assesso
dmin Reports  Filters  Filters:  Select a filter type from the list and click Add Filter:  Select a			Logou
Filters:     Edit User Filter:       User Filters:     Select a filter type from the list and click Add Filter:       Select a filter:       Select a filter typ		k Users System Settings Manage Assessments My Development Reports 🔘	Add stu 🖌 Options 🗳 Refresh 🔇
AUG RETIONE	Add Remove	Select a filter type from the list and click Add Filter: Hierarchy Add Filter Hierarchy User FileId User FileId	

In the example below the filter added is the 'User Field', which then reveals the fields available.

Select the additional filter.

iello, Gerry Cafolla		Logo
My Development Reports M Imin Reports	anage Groups & Users System Settings Manage Assessments My Development Reports 🥥	Add str 🖉 Options 🛱 Refresh
Filters Jser Filters: Add Remove est Result Filters: Add Remove	Filt User Filter:     Login ID     Add Filter:       Usin ID     =     Delete       Usin ID     =     Delete	

In the example below the field selected is Department and the department to view the results for is Customer Services. Customer Services has to be manually entered into the right hand box.

ENESYS		Genesys Skills Assess
ello, Gerry Cafolla My Development Reports Ma Imin Reports	nage Groups & Users 🔰 System Settings 👘 Manage Assessments 👘 My Development 👘 Reports 🛛 🕥 🔪	Loge Add st ✔ Options 🛸 Refresh
Filters Ser Filters: Add Remove Est Result Filters:	Edit User Filter:         Select a filter type from the list and click Add Filter:         User Field          Department          Customer Services         Delete	Ш п

Once the filter has been created, this can be saved to use against any report selected. Click on 'Save' which will then save the filter to be used as and when required in the 'User Filters' box.

GENESYS an Martin until Camera				Genesys Skills Assesso
Hello, Gerry Cafolla				Logout
My Development Reports Manage	Groups & Users System Settings	Manage Assessments My Developme	ent Reports 💿	Add stuff
Admin Reports				🖌 Options 🛸 Refresh
Filters				<u> </u>
Veer Filtere: Department is 'Customer Services' Fernove Test Result Filters:				E

There is also the option to create additional 'Test Result Filters' in the same way as 'Filters'.

Click on the 'Add' button under the 'Test Result Filters' box.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🥥	Add stuff.
Admin Reports	🖌 Options 🕏 Refresh 🧕
Filters	
User Filters: Department is 'Customer Services'  Add Remove Test Result Filters:  Add Remove	
Save Filters	~

The available filters are then visible in the drop down box top select from. Once the filter has been selected, click on 'Add filter'.

GENESYS Mathematical States		Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manag	e Groups & Users System Settings Manage Assessments My Development Reports 💿	Logout Add stuff
Admin Reports		🖌 Options 😂 Refresh 🔇
Filters User Filters: Department is 'Customer Services' Add Remove Test Result Filters:	Edit Test Result Filter:         Select a filter type from the list and click Add Filter:         Date         Date         Test Result	
Add		
Save Filters Load Filters		

There are two available options in the 'Edit Test Result Filter':

'Test Result' filter as per the example below.

My Development       Reports       Manage Groups & Users       System Settings       Manage Assessments       My Development       Reports       Add         Admin Reports       Image Assessments       My Development       Reports       Image Assessments       My Development       Reports       Add	GENESYS		Genesys Skills Assesso
Admin Reports     Image: Options     Refress       Filters     User Filters:     Edit Test Result Filter:       Department is 'Customer Services'     Select a filter type from the list and click Add Filter Test Result is Add filter <select an="" assessment="" content=""> @ Result between [0] \$ and [00] \$ Delete       Eave     Cancel</select>		rouns & lisers System Settings Manage Assessments My Development Reports @	Logou Add stuf
Lines     Select a filter s:       User Filters:     Select a filter type from the list and click Add filter (Test Result)       Select a filter type from the list and click Add filter (Test Result)     Add filter <select an="" assessment="" content=""> a Result between 0 \$ and 100 \$ Delete       Save:     Cancel</select>			🖌 Options 🛸 Refresh 🤇
Department is 'Customer Services'       Select a filter type from the list and click Add filter test Result is and click Add filter test Result is and click Add filter <select 0="" 100="" an="" and="" assessment="" between="" content:="" delete<="" result="" td="">         Save         Cancel</select>	Filters		<b>A</b>
Add Remove	Department is 'Customer Services' Add Remove Test Result Filters:	Select a filter type from the list and click <b>Add Filter</b> Test Result <b>Add filter</b>	

There is also the option to save a specific assessment with the filter if this is a report that has to be created on a regular basis.

Hello, Gerry Cafolla My Development Reports Manage	: Groups & Users System Settings Manage Assessments My Development Reports 💿	Loge Add st
dmin Reports		🧨 Options 🛸 Refresh
Filters Jser Filters: Department is 'Customer Services' Add Remove	Edit Test Result Filter:         Select a filter type from the list and click Add Filter: <select an="" assessment="" content=""> <select an="" assessment="" content="">         Filter:       model         Filter:       model         Filter:       model         Select an assessment/content&gt;       the content         Filter:       model         Filter:       model         Filter:       model         Select an assessment to Test Feedback       Click here to reveal the assessments to select from</select></select>	
Add Remove Save Filters		

Once an assessment has been selected, this will save the details together with the results as a filter once 'Save' has been selected.

Senesys:		Genesys Skills Assess
ello, Gerry Cafolla		Loge
	e Groups & Users System Settings Manage Assessments My Development Reports 💿	Add st
min Reports		🖌 Options 😤 Refresh
ser Filters: Department is "Customer Services" Add Remove est Result Filters:	Edit Test Result Filter:         Select a filter type from the list and click Add filter:         Image: Select a filter type from the list and click Add filter:         Image: Mobilephone Consumer Sales Result between 100 \$ and 100 \$ Delete         Save:       Concel	В

#### 'Date' filter

GENESYS		Genesys Skills Assessor
Hello, Gerry Cafolla My Development Reports Manage Admin Reports	ge Groups & Users System Settings Manage Assessments My Development Reports 🕡	Logout Add stuff. ✔ Options 党 Refresh 🔇
Filters User Filters: Department is 'Customer Services' Add Remove Test Result Filters: Add Remove	Edit Test Result Filter:         Select a filter type from the list and click Add filter:         Mobilephone Consumer Sales Result between 10 + and 100 + Delete         14/07/2010 III to 14/08/2010 IIII Delete         Sever Concel	
Save Filters		V

Once the filter has been saved it will appear in the 'Test Result Filter' box.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Add stuff
Admin Reports	🥓 Options 🛸 Refresh
Filters	
User Filters:	
Department is 'Customer Services'	
Add Remove	
Test Result Filters: Assessment 'Mobilephone Consumer Sales' result	
between 88 and 100, Completed between 14-Jul-2010	
and 14/Aug-2010	
Add Remove	
Save Filters Load Filters	
save riners	

To save the filter for future use, click on 'Save Filters...' and give the filter a new name.

GENESYS	Genesys Skills	Assessor
Hello, Gerry Cafolla           My Development         Reports         Manage Groups & Users         System Settings	Manage Assessments My Development Reports 💿	Logout Add stuff
	r filter name enter a name to save the filters as:	E Refresh

Notification given once the filter has been changed.

GENESSS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🕥	Add stuff
Admin Reports	🖌 Options 🛸 Refresh 🤇
Filters         Department is 'Customer Services'         Add       Remove         Test Result Filters:         Assessment 'Mobilephone Consumer Sales' result         between 80 and 100, Completed between 14-Jul-2010         and 14-Aug-2010         Mode         Remove	
Save Filters	

## **Loading Report Filters**

The filter is then available to select from by clicking on 'Load Filters' and the available saved filters are presented. Highlight the required filter and then click on Select.

GENESYS	Ge	enesys Skills Assess
Hello, Gerry Cafolla		Logo
My Development Reports Manage Groups & U	Jsers 🔨 System Settings 🔨 Manage Assessments 🔷 My Development 💦 Reports 💦 🔕	Add sti
dmin Reports		🧨 Options 🛸 Refresh
Filters		
ser Filters: Department is 'Customer Services'	Genesys Skills Assessor - [Load a saved report filter]	
reparament is customer services	Select a saved filter from the list below, then click <b>Select</b> to load it. Clicking on a saved filter will show its definition below the list.	
	Test	
Add Remove		=
Assessment 'Mobilephone Consumer Sales' result between 80 and 100, Completed between 14-Jul-2010 and 14-Aug-2010	User Filte S: No filter was applied. No filter was applied. Select Rename Delete	
Add Remove Save Filters		

The filter then appears in the relevant filter box.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolia	Logout
My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 💿	Add stuff
Admin Reports	🖌 Options 🤹 Refresh 🔇
Department is 'Customer Services'	
Xdd Remove	
Test Result Filters: Assessment 'Mobilephone Consumer Sales' result	
between 80 and 100, Completed between 14-Jul-2010	≡
Add Remove	
Save Filters Load Filters	
Select a report from the list User Result Detail Create report	

Select the report type e.g. 'User Results Detail' and after clicking on the report at the top of the screen the filter information will then appear as part of the report selection.

GENESYS	G	enesys Skills Assessor
Hello, Gerry Cafolla		Logout
My Development Reports Manage Groups & Users System Settings Man	nage Assessments My Development Reports 💿	Add stuff
Admin Reports		🧨 Options 🤹 Refresh 🔇
Filters User Result Detail 😆		
Filters applied to this report		
User filters: Department is 'Customer Services'	Test Result Filters: Assessment 'Mobilephone Consumer Sales' result between 80 and 100, Com 14-Aug-2010	pleted between 14-Jul-2010 and
	his report matches your filters.	

## **User Feedback Response Percentages**

Select the 'User feedback Response Percentages' report from the drop down box and select 'Create Report'.

GENESYS	Genesys Skills Assessor
Hello, Gerry Cafolla	Logout
My Development Reports Manage Groups & Users System Settings M	ssessments My Development Reports 💿 Add stuff
Admin Reports	🖋 Options 🛱 Refresh 🧕 🧿
Oppartment is 'Customer Services'         Add         Remove         Test Result Filters:         Assessment 'Mobilephone Consumer Sales' result         Debaween 80 and 100, Completed between 14-Jul-2010 and 14-Aug-2010	
Add Remove Sove Filters Load Filters Select a report from the list. User Feedback Response Percentages Create report	

The report appears at the top next to the 'Filters'.

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports O Add stuff Addnin Reports Percentages Fitters: User Fitters: Liser Fitters: Test Result Filters: Test Result Filters: Add Remove	GENESYS	Genesys Skills Assessor
Admin Beparts	Hello, Gerry Cafolla	Logout
Filters     User Filters:     Add     Remove     Add     Remove	My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Add stuff
Integration     Integration       User Filters:     Integration       Add     Remove       Test Result Filters:     Integration       Add     Remove	Admin Reports	🥓 Options 🛸 Refresh 🕓
	User Filters:	

Select the relevant assessment and there is also the option to select the type of feedback to view from a drop down box.

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lello, Gerry Cafolla					-
tello, Gerry Catolia					Logo
My Development Reports Manage Group	s & Users 💦 Syste	m Settings 💦 M	anage Assessmen	ts 💦 My Developme	ent Reports 📀 Add st
dmin Reports					🥓 Options 🛸 Refresh
Filters User Feedback Response Percentages 😆	\ \				
	\				
Filters applied to this report					
<b>User Filters:</b> No filter was applied.				f <b>est Result Filters:</b> No filter was applied.	
Export	-	зутее	Адтее	Strongly Agree	
4 user(s):	0.0%	75.0%	25.0%	0.0%	
have all of the tools available for me to identi	Strongly Disagree	Disagree	Agree	Strongly Agree	
+ user(s):	25.0%	50.0%	25.0%	0.0%	
	Leadership				
lead by example.	Strongly Disagree	Disagree	Адтее	Strongly Agree	
user(s):	25.0%	50.0%	25.0%	0.0%	
	Strategic Directi	on			
understand the strategic direction that the Comp	Strongly Disagree	Disagree	Agree	Strongly Agree	
4 user(s)	0.0%	75.0%	25.0%		

## **Question Response Summary**

The Question Response Summary allows immediate visibility across an assessment for all of the results by question, within an assessment (date filters could be used to reduce the volume of answers).

GENESYS Marchart Control Control		Genesys Skills Assessor
Hello, Gerry Cafoll	a	Logout
My Development	Reports Manage Groups & Users System Settings Manage Assessments My Development Reports 🔘	Add stuff
dmin Reports		🖌 Options 🛸 Refresh 🥝
Add Remove rest Result Filters:		
	oad Filters he lize Question Response Summary	

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