



Genesys Skills Assessor 8.0

Administrator Guide

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Alcatel-Lucent's Genesys solutions feature leading software that manages customer interactions over phone, Web, and mobile devices. The Genesys software suite handles customer conversations across multiple channels and resources—self-service, assisted-service, and proactive outreach—fulfilling customer requests and optimizing customer care goals while efficiently using resources. Genesys software directs more than 100 million customer interactions every day for 4000 companies and government agencies in 80 countries. These companies and agencies leverage their entire organization, from the contact center to the back office, while dynamically engaging their customers. Go to www.genesyslab.com for more information.

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.

Notice

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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 orderman@genesyslab.com.

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 Techpubs.webadmin@genesyslab.com.

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

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

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

Related Documentation Resources

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

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

Genesys

Consult these additional resources as necessary:

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

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

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

Genesys product documentation is available on the:

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

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

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



Chapter

2 Administrator Guide

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).

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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments

My Development Options Refresh

Assessments (by Group) Assessments (by Date) Feedback on other users (3)

| Group Name | Date By | % Complete | % Average |
|-----------------------------------|---------|------------|-----------|
| New Starters Q4 2009 | | 41.18 | 0.00 |
| Insurance Knowledge | | 41.18 | |
| Consumer Sales | | 36.52 | 0.00 |
| 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 | 0.00 |
| Genesys New Group | | 50.00 | 25.00 |
| NHS | | 50.00 | 0.00 |
| Test Group | | 58.92 | 27.80 |
| Individually assigned assessments | | 50.00 | 0.00 |

View your progress through the assessments that have been assigned to you, and take any that are outstanding

Remove

Expand or reduce the window to view the available functionality (Widgets)

http://localhost/SkillsAssess/Default.aspx?TabID=98#

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.

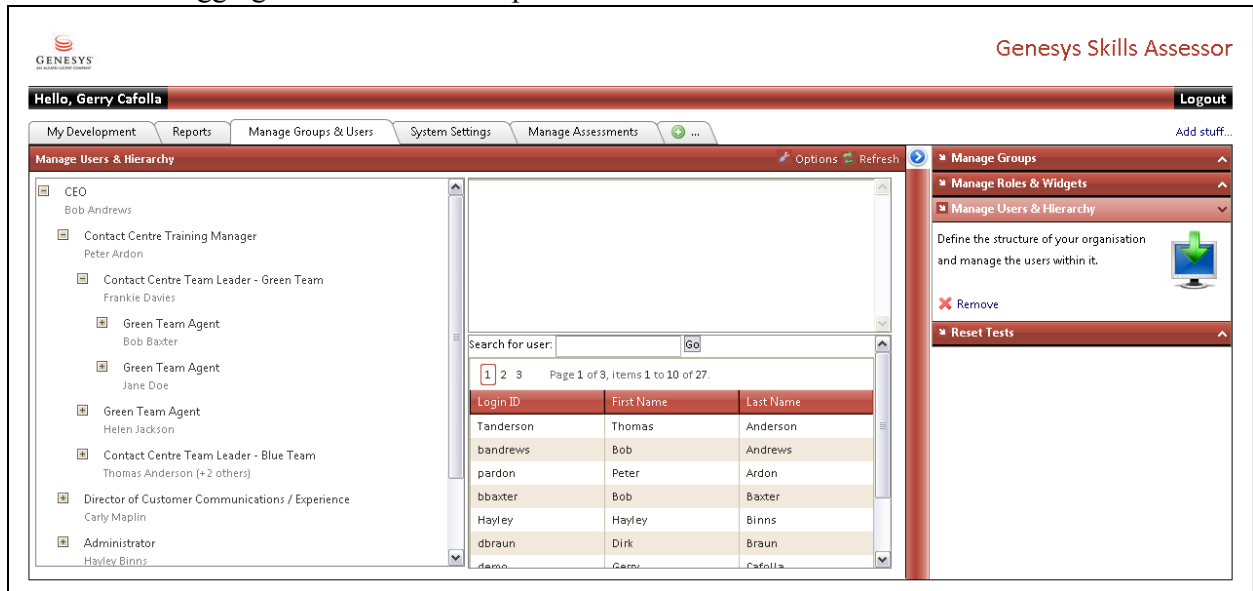
The application has been developed to allow the user the flexibility to individually customize their home page.

Manage Hierarchy

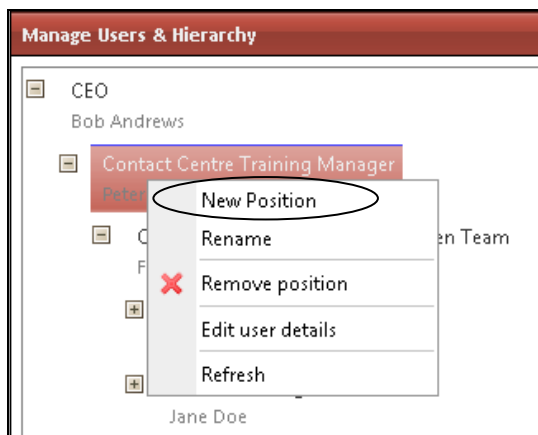
If the hierarchy is maintained through integration into a HR system or by importing data, there will be no requirement to manually make any changes as this will be managed automatically.

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.

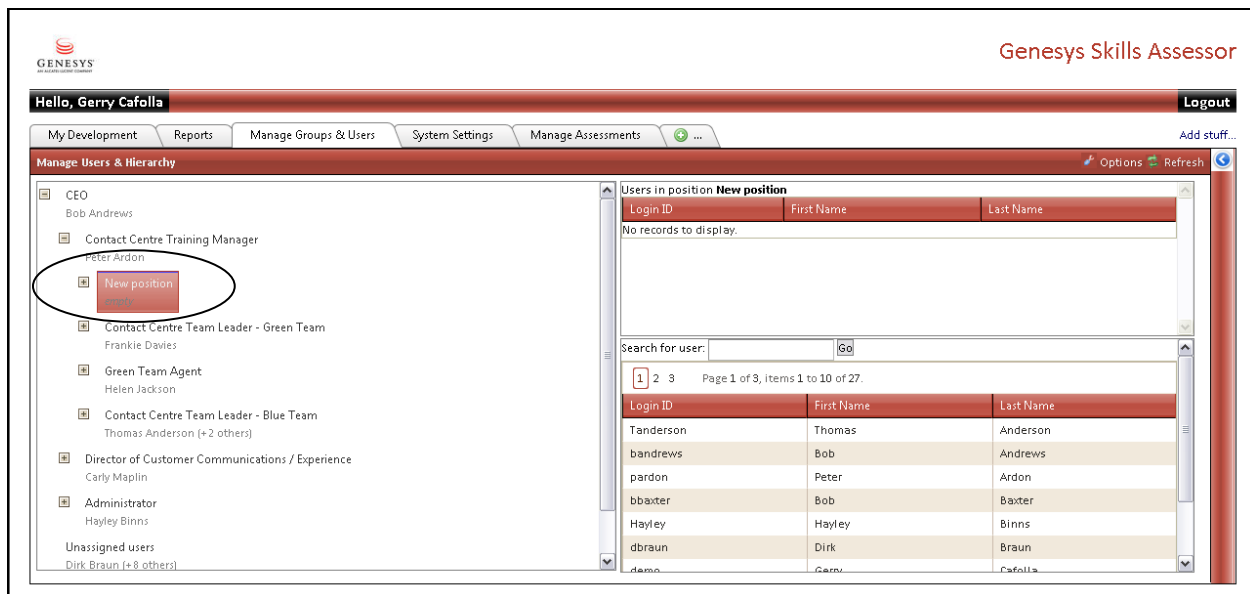
The top position in the hierarchy cannot be deleted, however additional positions can be created and inserted into the hierarchy by right clicking on the position and then dragging it to under the new position.



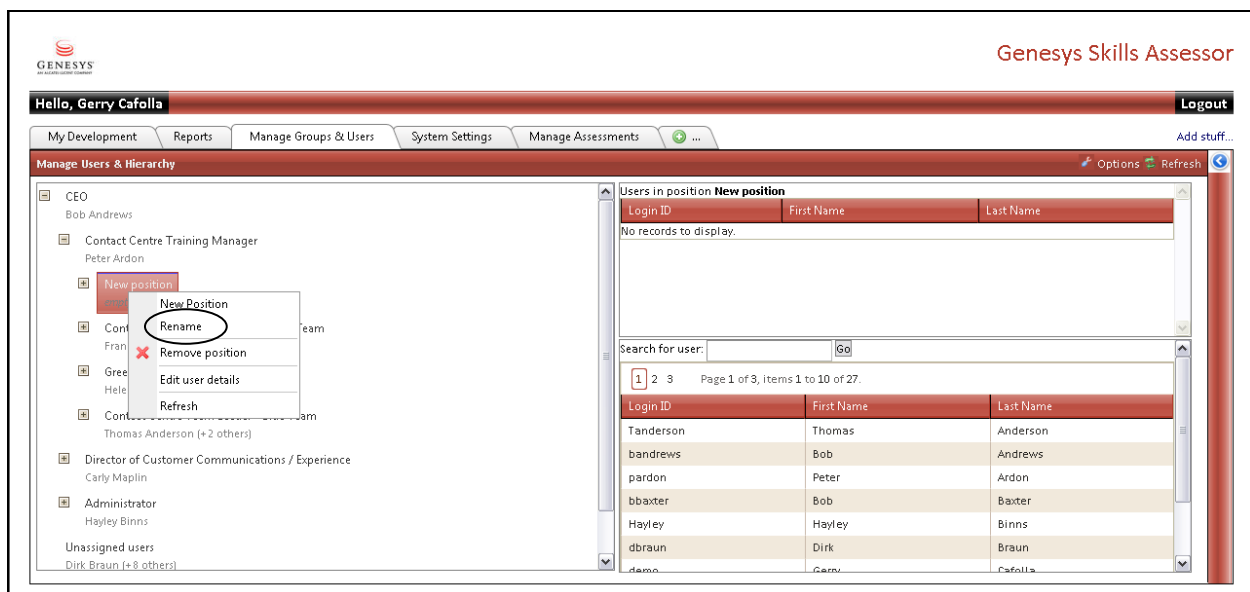
To create a new position, right click on a position in the hierarchy and select 'New Position'.



The position will then appear in the hierarchy.



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



The screenshot displays the Genesys Skills Assessor application. The top navigation bar includes the Genesys logo, a user greeting 'Hello, Gerry Cafolla', and a 'Logout' button. Below this is a secondary navigation bar with tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', and 'Manage Assessments'. The 'Manage Users & Hierarchy' section is active, showing a hierarchical tree on the left and a user list on the right. The tree includes nodes for 'CEO', 'Contact Centre Training Manager', 'Contact Centre Team Leader - Green Team', 'Green Team Agent', and 'Director of Customer Communications / Experience'. The 'New position' node is highlighted. The user list on the right, titled 'Users in position New position', shows a table of users with columns for 'Login ID', 'First Name', and 'Last Name'. A context menu is open over the 'New position' row, with the 'Add to position' option selected.

Genesys Skills Assessor

Hello, Gerry Cafolla **Logout**

My Development Reports Manage Groups & Users System Settings Manage Assessments Add stuff...

Manage Users & Hierarchy Options Refresh

CEO

- Bob Andrews
 - Contact Centre Training Manager
 - Peter Ardoin
 - New position**
 - Contact Centre Team Leader - Green Team
 - Frankie Davies
 - Green Team Agent
 - Bob Baxter
 - Green Team Agent
 - Jackie Button (+1 other)
 - Green Team Agent
 - Helen Jackson
 - Contact Centre Team Leader - Blue Team
 - Thomas Anderson (+2 others)
 - Director of Customer Communications / Experience
 - Carly Maplin

Users in position New position

| Login ID | First Name | Last Name |
|------------------------|---------------|---------------|
| No records to display. | | |
| Tanderson | Thomas | Anderson |
| bandrews | Bob | Andrews |
| pardon | Peter | Ardoin |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| dbraun | Dirk | Braun |
| New position | Button | Button |
| dem... | ... | Cafolla |
| fdav... | ... | Davies |
| jd... | Jane | Doe |

Context menu options:

- Add to position
- Locate in hierarchy

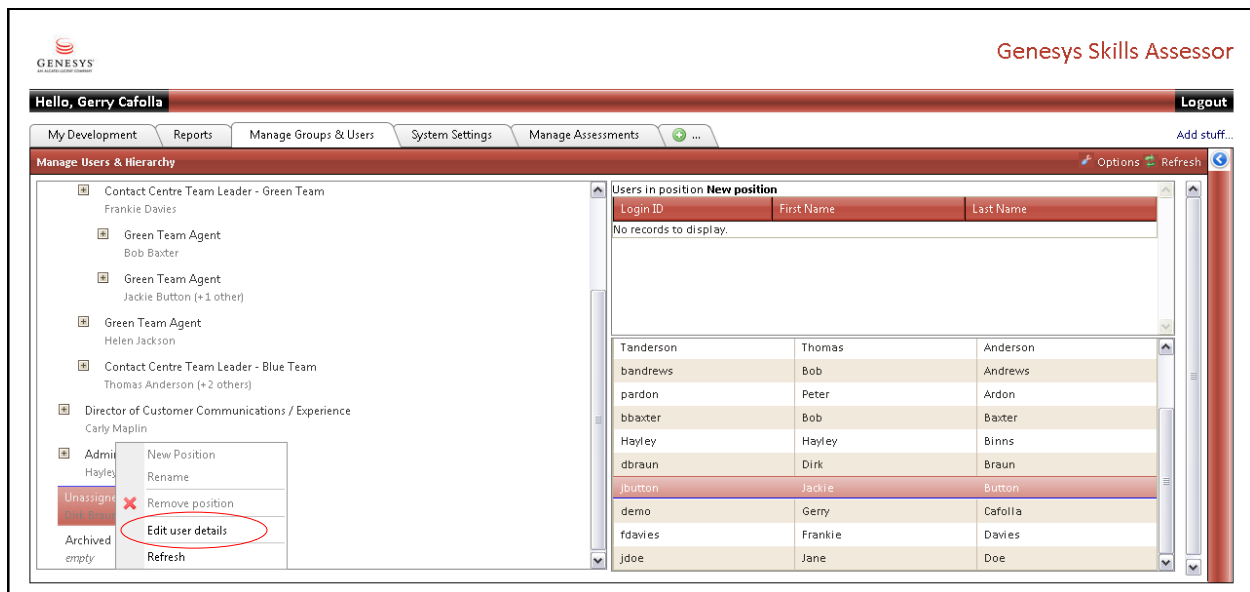
Any new users can be created manually and then assigned to the relevant position(s) in the hierarchy.

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.

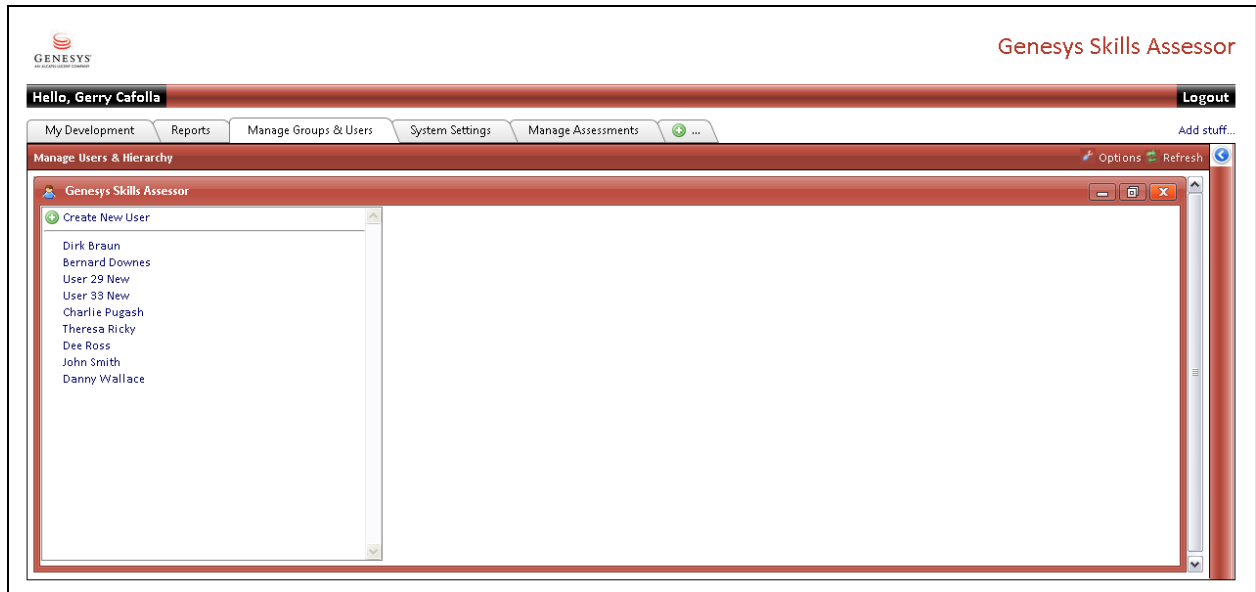
Creating and Managing Users

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'

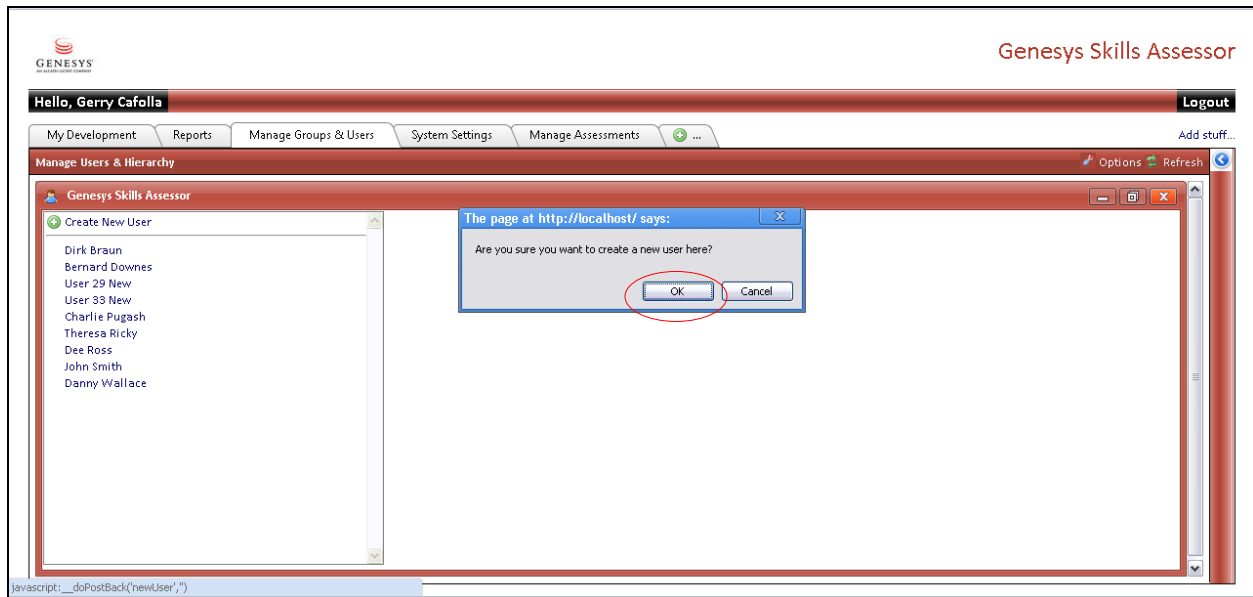


A window is then presented which will list any users that have been created in Skills Assessor and have not been assigned to a position, together with the 'Create New User' option.



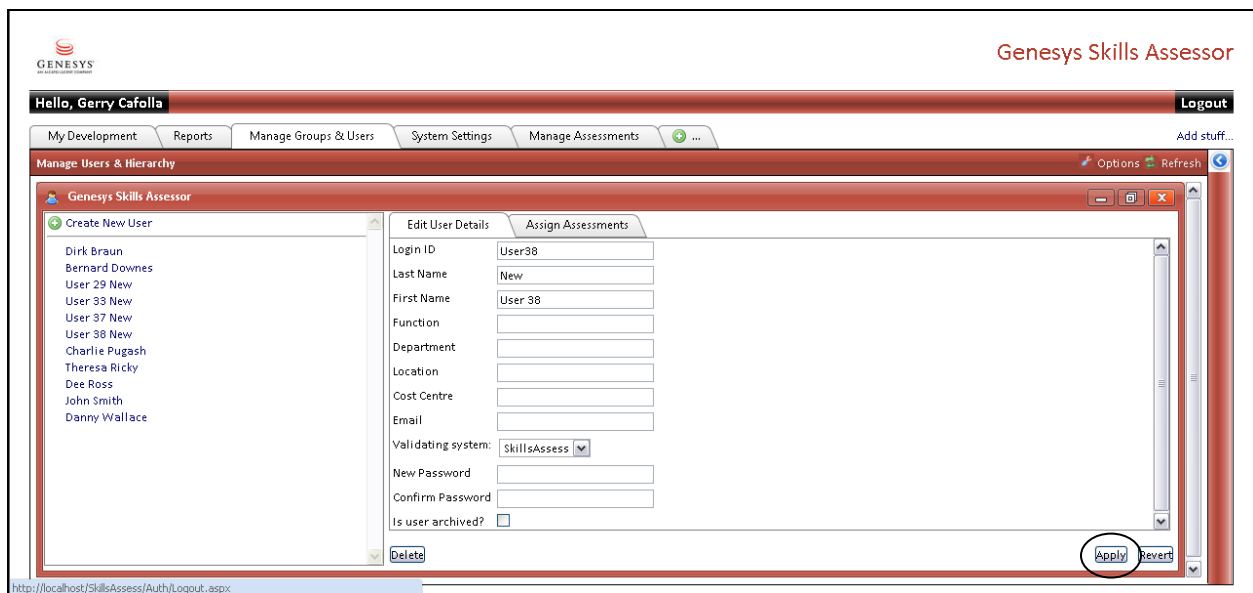
Click on 'Create New User' and a message will be presented to confirm that a new user is being created.

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.



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.

The screenshot shows the Genesys Skills Assessor Administrator interface. The top navigation bar includes 'Hello, Gerry Cafolla', 'Logout', and tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', and 'Manage Assessments'. The 'Manage Groups & Users' tab is active, showing the 'Manage Roles & Widgets' section. This section contains a table with columns 'List of roles:', 'User Count', and 'Widget Count'. The table lists four roles: Administrator (3 users, 16 widgets), Assessment Designer (0 users, 1 widget), Manager (7 users, 4 widgets), and Test (0 users, 2 widgets). A 'Filter' button is located above the table. To the right of the table is a 'Users' tab with a search bar and a list of users. Below the 'Users' tab is a 'Hierarchy' tab with a search bar and a list of users. A callout box on the right side of the screenshot points to the 'Filter' button and contains the text: 'Click on the required Widget to view the functionality and information.'

| List of roles: | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |

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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments Add stuff...

Manage Roles & Widgets

List of roles: User Count Widget Count

| Role | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 14 | 3 |

Options Refresh

Manage Groups

Manage Roles & Widgets

Manage the roles within your organization, and define which widgets are visible to each role

Remove

Manage Users & Hierarchy

Reset Tests

Users Widgets Template Tabs

Users in role User

| Login ID | First Name | Last Name |
|----------|------------|-----------|
| bbaxter | Bob | Baxter |
| demo | Gerry | Cafolla |
| fdavies | Frankie | Davies |
| Jdoe | Jane | Doe |

Search Hierarchy

Search for user: Go

Page 1 of 3

| Login ID | First Name | Last Name |
|-----------|------------|-----------|
| Tanderson | Thomas | Anderson |
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| dbraun | Dirk | Braun |

User selection window

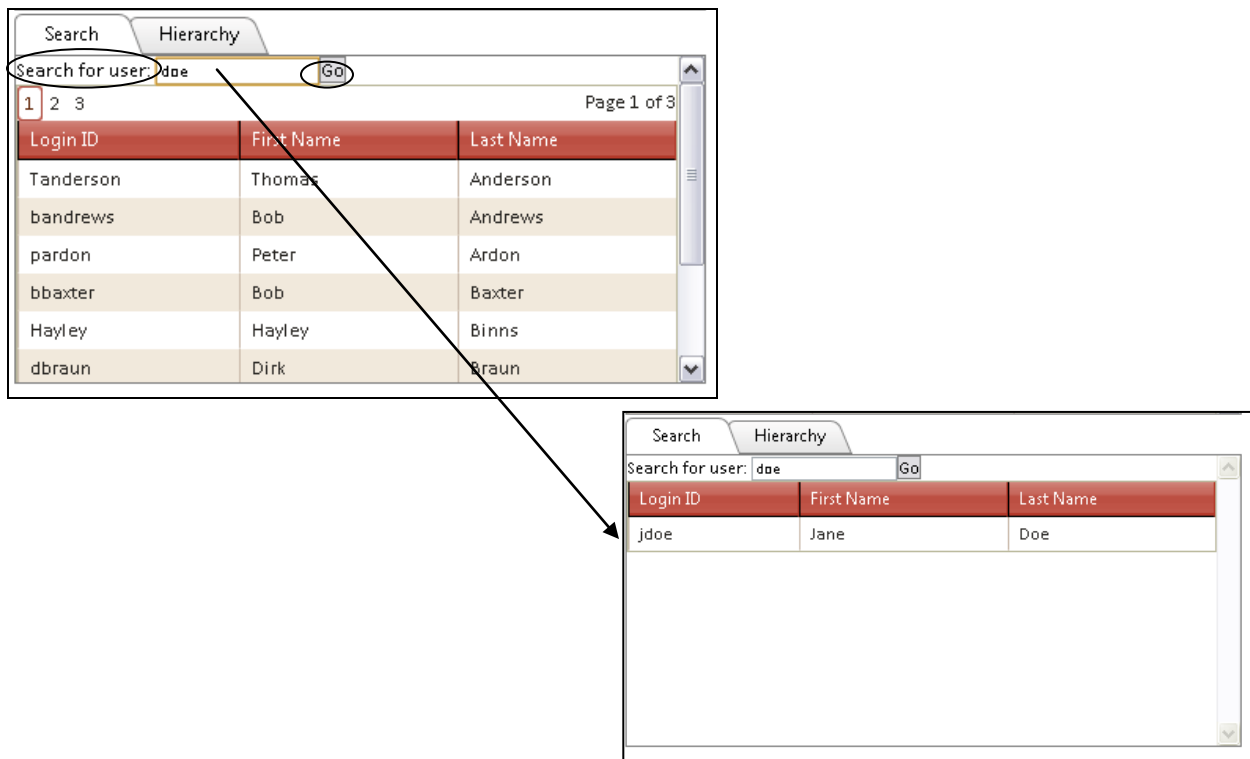
Add selected user(s)

Find user in hierarchy

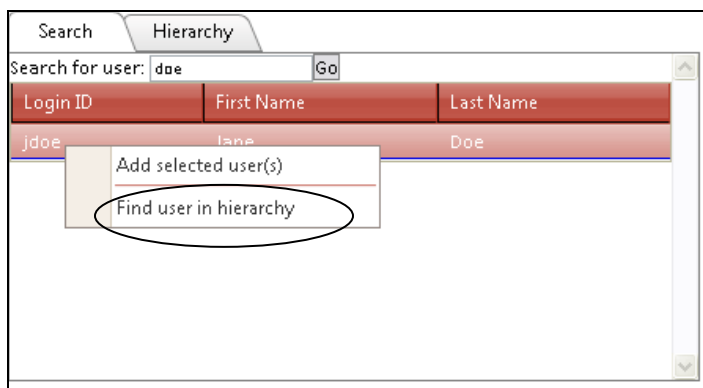
Additional users can be assigned by clicking on the individual in the user selection window and then right click and select 'Add selected user(s)'. Once the user has been selected they will appear in the 'Users in role User' window.

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

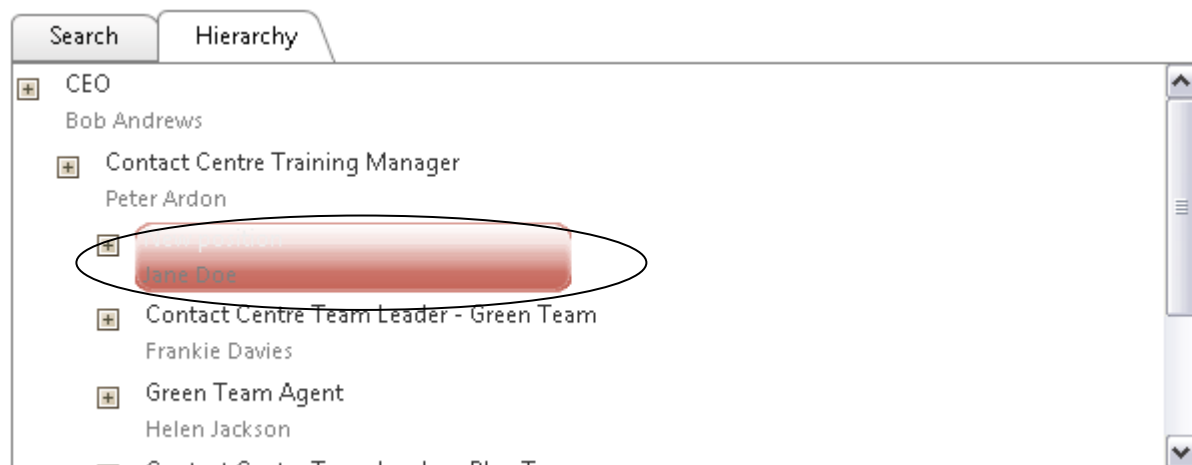
Enter the name of the individual to be selected in the search box and then click on 'Go'.



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'.



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



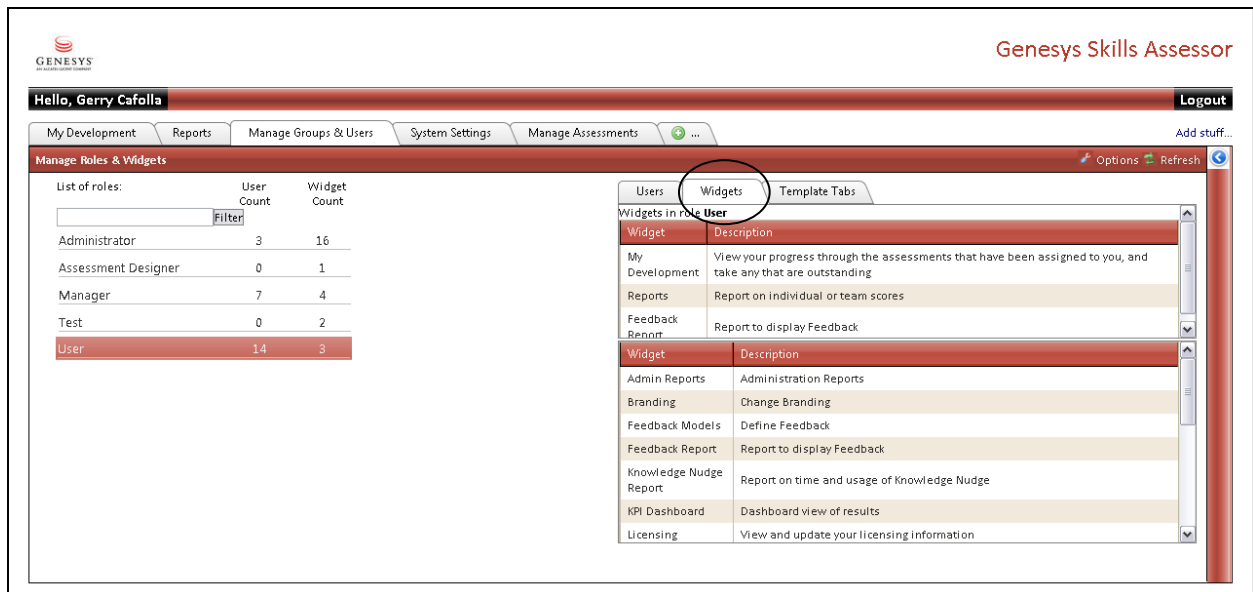
Widgets

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 one 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.



Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments Add stuff...

Manage Roles & Widgets Options Refresh

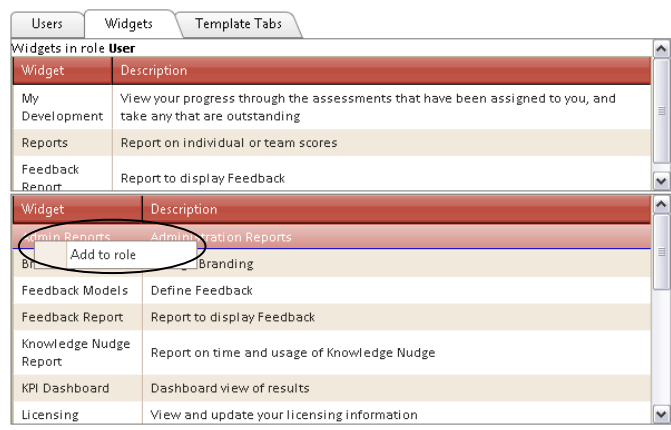
List of roles: User Count Widget Count

| Role | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 14 | 3 |

Widgets in role User

| 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 |
| Admin Reports | Administration Reports |
| Branding | Change Branding |
| Feedback Models | Define Feedback |
| Feedback Report | Report to display Feedback |
| Knowledge Nudge Report | 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.



Users Widgets Template Tabs

Widgets in role User

| 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 |
| Admin Reports | Administration Reports |
| Branding | Change Branding |
| Feedback Models | Define Feedback |
| Feedback Report | Report to display Feedback |
| Knowledge Nudge Report | Report on time and usage of Knowledge Nudge |
| KPI Dashboard | Dashboard view of results |
| Licensing | View and update your licensing information |

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.

The screenshot shows the Genesys Skills Assessor interface. The top navigation bar includes 'Hello, Gerry Cafolla', 'Logout', and tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', and 'Manage Assessments'. The 'Manage Roles & Widgets' section is active, displaying a table of roles and their associated widget counts.

| List of roles: | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 14 | 3 |

The 'User' role is highlighted in red. To the right, the 'Widget selection box' is shown, listing widgets for the 'User' role:

| 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 |

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

Genesys Skills Assessor

Hello, Jane Doe Logout

Reports User + ...

My Development Options Refresh

| Group Name | Date By | % Complete | % Average |
|-----------------------------------|---------|------------|-----------|
| Consumer Sales | | 22.22 | 58.57 |
| Pre-Sales Team | | 33.33 | 62.22 |
| Genesys New Group | | 100.00 | 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'.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments Reports User + ...

Manage Roles & Widgets Options Refresh

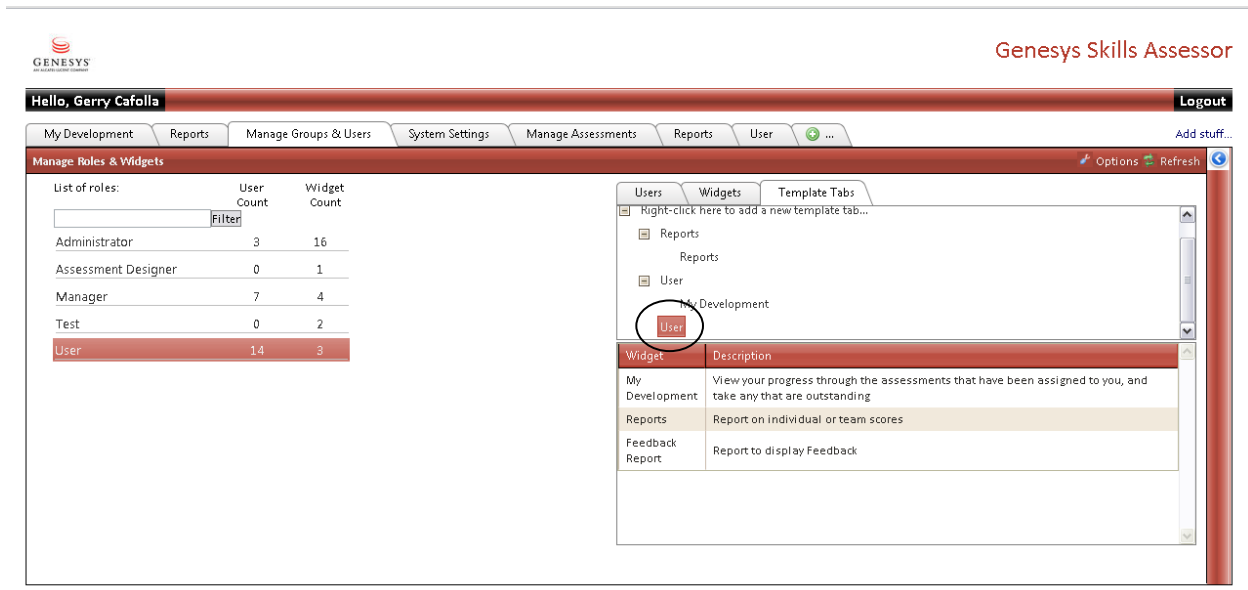
| List of roles: | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 14 | 3 |

Template tabs in role:

- Right-click here to add a new template tab...
- New Tab
- Report
- Reports
- User
- My Development

| 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 |

A new template tab will then appear

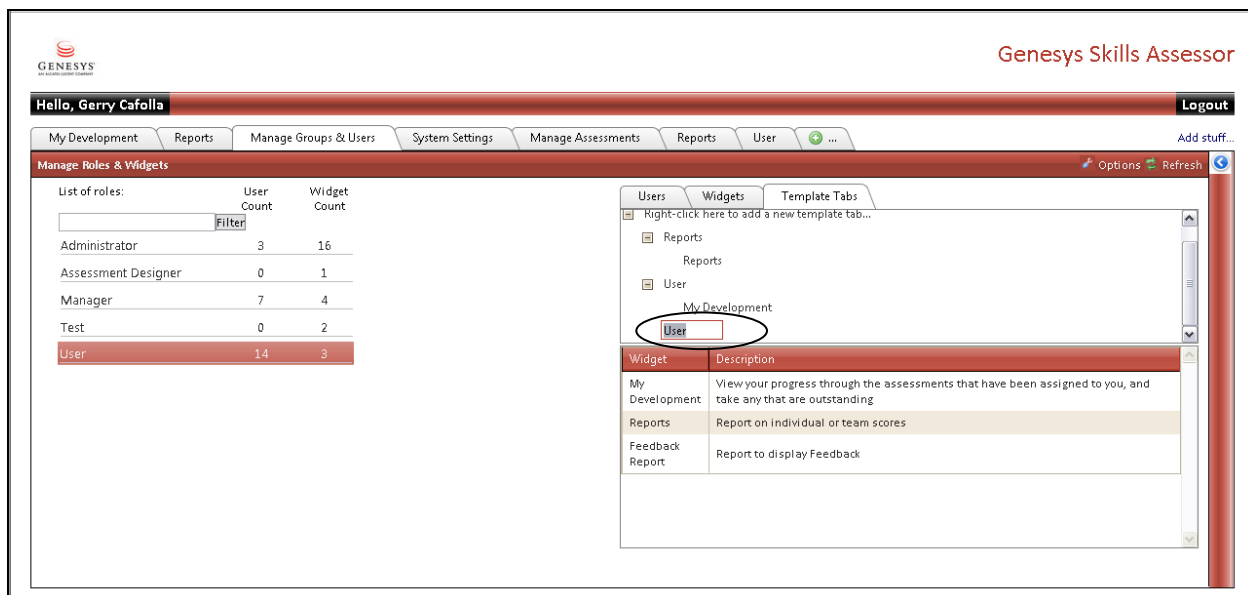


The screenshot shows the Genesys Skills Assessor interface. The top navigation bar includes 'Hello, Gerry Cafolla' and a 'Logout' button. Below the navigation bar, there are tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', 'Reports', and 'User'. The 'Manage Roles & Widgets' section is active, displaying a table of roles and a list of widgets.

| List of roles: | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 14 | 3 |

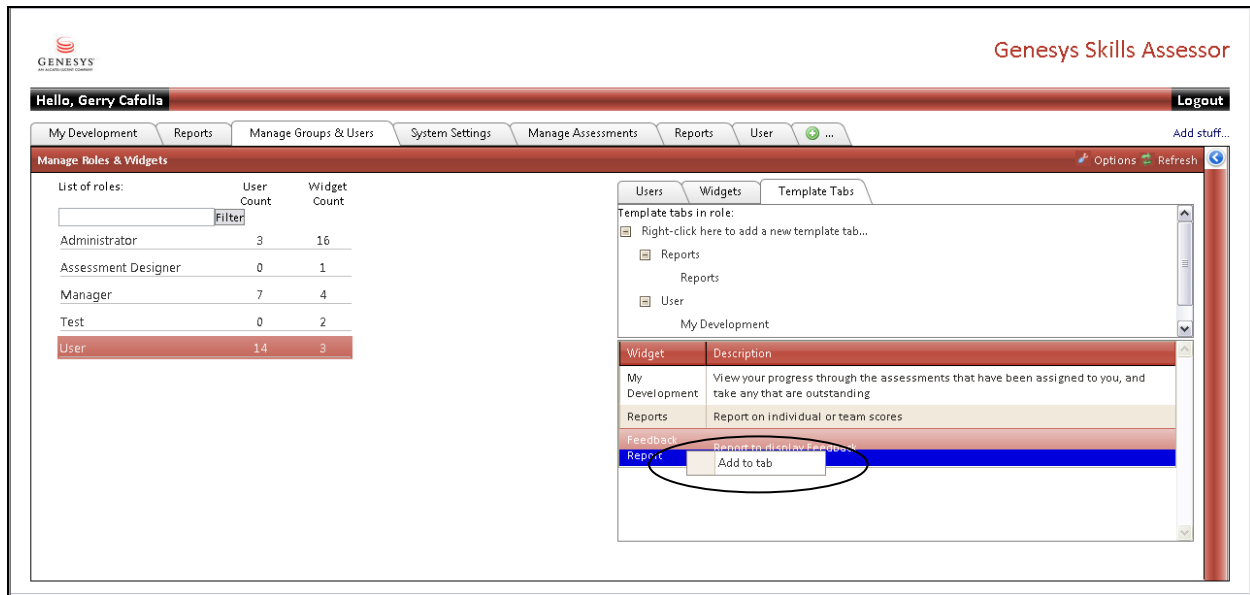
The 'User' role is highlighted in red. To the right, the 'Template Tabs' section shows a list of widgets. The 'User' widget is highlighted in red, and its description is 'View your progress through the assessments that have been assigned to you, and take any that are outstanding'.

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



This screenshot is identical to the one above, showing the Genesys Skills Assessor interface. The 'Manage Roles & Widgets' section is active, displaying a table of roles and a list of widgets. The 'User' role is highlighted in red, and the 'User' widget is highlighted in red in the 'Template Tabs' section.

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

The screenshot displays the 'Genesys Skills Assessor' interface. The top navigation bar includes 'Hello, Gerry Cafolla' and a 'Logout' button. The main menu has tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', 'Reports', and 'User'. The 'Manage Roles & Widgets' section is active, showing a table of roles and a context menu for the 'User' role.

| List of roles: | User Count | Widget Count |
|---------------------|------------|--------------|
| Administrator | 3 | 16 |
| Assessment Designer | 0 | 1 |
| Manager | 7 | 4 |
| Test | 0 | 2 |
| User | 4 | 3 |

Context menu for 'User':

- New Role
- Rename
- Remove Role

Template tabs in role:

- Right-click here to add a new template tab...
- Reports
- User
- My Development

| 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 |

Creating Customized User Views

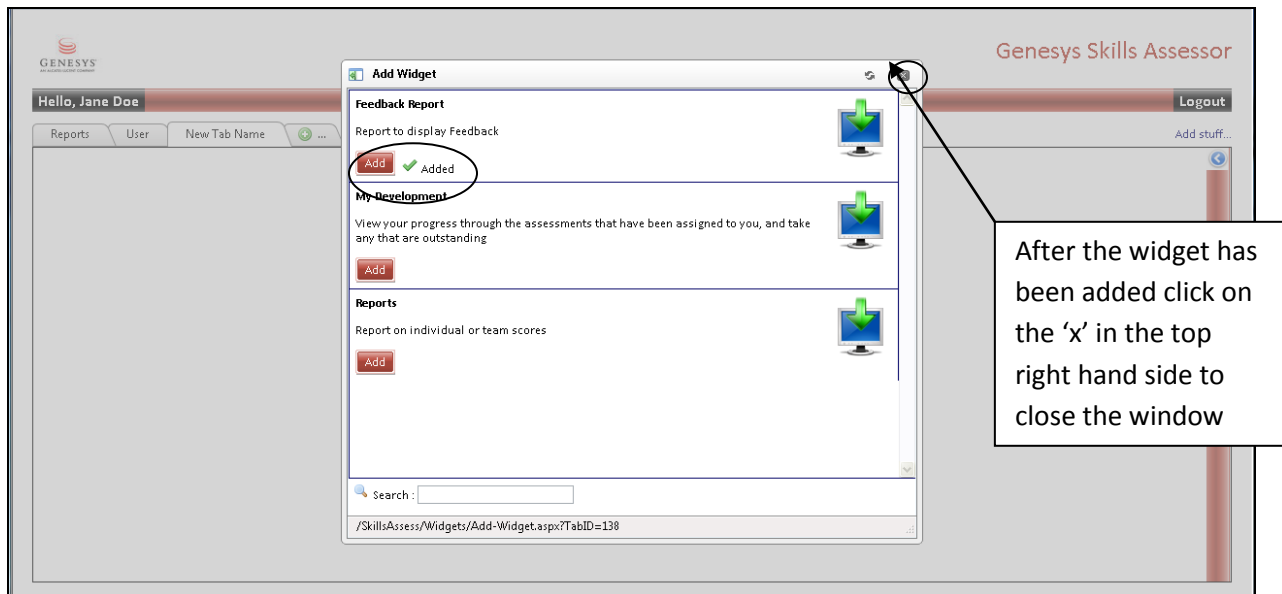
Once a role has been created with widgets associated to the role, it is now possible for a user to customize their application.

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

The screenshot shows the Genesys Skills Assessor interface. At the top, there is a header with the Genesys logo, the text 'Hello, Jane Doe', and a 'Logout' button. Below the header, there are tabs for 'Reports', 'User', and a green plus icon. The main content area is titled 'My Development' and contains a table of assessments. A dialog box titled 'The page at localhost says:' is open, prompting the user to 'Enter the name for the new tab (maximum 50 characters)' with a text input field labeled 'New Tab Name' and 'OK' and 'Cancel' buttons. The table in the background has columns for 'Group Name', 'Date By', '% Complete', and '% Average'.

| Group Name | Date By | % Complete | % Average |
|---|-------------|------------|-----------|
| Consumer Sales | | 22.22 | 58.57 |
| Annual Feedback Review from Agents | | 0.00 | |
| Latest Product Launch - Support Information | | 0.00 | |
| Skyblue Products | | 0.00 | |
| Mobilephone Consumer Sales | 25 Jul 2010 | 100.00 | 62.22 |
| I Phone Support | 11 Jul 2010 | 0.00 | |
| Insurance Knowledge | 18 Dec 2009 | 0.00 | |
| Blackberry Support | 19 Jul 2010 | 100.00 | 54.92 |
| Leadership Capability Program | | 0.00 | |
| Test Feedback3 | | 0.00 | |
| Pre-Sales Team | | 33.33 | 62.22 |
| Genesys New Group | | 100.00 | 25.53 |
| Individually 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.



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

AN ASSURANT COMPANY

Genesys Skills Assessor

Hello, Gerry Cafolla

Logout

My Development

Reports

Manage Groups & Users

System Settings

Manage Assessments

My Development

Reports

...

Manage System Settings

Options

Refresh

Add stuff...

User Fields

Field mappings

Widgets

To rearrange the order of the fields, click and drag one of the green up-down icons (⇅) up or down the table.

| | |
|----------------------|---|
| Login ID | ⇅ |
| Last Name | ⇅ |
| First Name | ⇅ |
| Function | ⇅ |
| Department | ⇅ |
| Location | ⇅ |
| Cost Centre | ⇅ |
| Email | ⇅ |
| EIN | ⇅ |
| <input type="text"/> | ⇅ |

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

EIN

Validating system:

SkillsAssess

New Password

Confirm Password

Is user archived?

☐

Delete

Apply

Revert

Genesys Skills Assessor — Administrator Guide

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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'.

GENESYS
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Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports ... Add stuff...

Manage System Settings Options Refresh

User Fields Field mappings Widgets

☒ Login ID
☐ Last Name
☐ First Name
☐ Function
☐ Department
☐ Location
☐ Cost Centre
☐ Email
☐ EIN
[Apply changes](#)

Edit User Details Assign Assessments

Login ID: jsmith
Last Name: Smith
First Name: John
Function:
Department:
Location:
Cost Centre:
Email:
EIN:
Validating system: SkillAssessor ☒
New Password:
Confirm Password:
Is user archived? ☐
[Delete](#) [Apply](#) [Reset](#)

Skills Assessor will expect this user to use jsmith as their 'User Name' when they log in

GENESYS
AN ASSURANT COMPANY

Genesys Skills Assessor

Welcome

Welcome

To login, enter your User Name and Password below

These details are case sensitive

Enter Your Details

Username: jsmith
Password:
Select System: SkillAssessor ☒
[Continue](#)

Trouble logging in?

This website uses a Cookies to remember your login details. If your browser is unable to accept Cookies, you will not be able to login. To try and remedy this, check that your browser is able to accept Cookies, or try clearing your Cookies cache.

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.

New Groups can be created by right clicking on an existing group and select 'New Group'.

The screenshot displays the Genesys Skills Assessor interface. At the top, there's a header with the Genesys logo and the text 'Genesys Skills Assessor'. Below the header, a navigation bar includes tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', and 'My Development'. The 'Manage Groups & Users' tab is active. The main content area is titled 'Manage Groups' and contains a table of groups. The 'Skills Mauritius' group is selected, and a context menu is open over it, showing options: 'New Group', 'Rename', and 'Remove Group'. The 'New Group' option is highlighted. To the right of the groups table, there's a section titled 'Users in group Skills Mauritius' which contains a table of users. The sidebar on the right has a 'Manage Groups' section with a dropdown menu showing options: 'Remove', 'Manage Roles & Widgets', 'Manage Users & Hierarchy', 'Reset Tests', and 'Training Portal'.

| List of groups: | User Count | Assessment Count |
|--------------------------|------------|------------------|
| Consumer Sales | 13 | 9 |
| Genesys New Group | 7 | 3 |
| Health Care New Starters | 1 | 2 |
| Mortgage Selling | 4 | 1 |
| New Starters Q4 2009 | 2 | 1 |
| NHS | 1 | 2 |
| Pre-Sales Team | 4 | 3 |
| Skills Mauritius | 1 | 1 |
| Test Group | 8 | 8 |

| Login ID | First Name | Last Name |
|----------|------------|-----------|
| demo | Gerry | Cafolla |
| bdownes | Bernard | Downes |
| jdrews | Julianne | Drews |
| dgorman | Dave | Gorman |

| Login ID | First Name | Last Name |
|-----------|------------|-----------|
| Tanderson | Thomas | Anderson |
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| dbraun | Dirk | Braun |
| jbutton | Jackie | Button |

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.

Clicking on the ‘Users’ tab will present the users.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports Add stuff...

Manage Groups Options Refresh

List of groups: Filter

| Group | User Count | Assessment Count |
|--------------------------|------------|------------------|
| Consumer Sales | 13 | 9 |
| Genesys New Group | 7 | 3 |
| Health Care New Starters | 1 | 2 |
| Mortgage Selling | 4 | 1 |
| New Starters Q4 2009 | 2 | 1 |
| NHS | 1 | 2 |
| Pre-Sales Team | 4 | 3 |
| Skills Mauritius | 4 | 1 |
| Test Group | 6 | 8 |

Users Assessments

Users in group Consumer Sales

| Login ID | First Name | Last Name |
|----------|------------|-----------|
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| demo | Gerry | Cafolla |

Search Hierarchy

Search for user: Go

| Login ID | First Name | Last Name |
|-----------|------------|-----------|
| Tanderson | Thomas | Anderson |
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| dbraun | Dirk | Braun |
| jbutton | Jackie | Button |

Page 1 of 3

Assign assessments to groups of users by creating a group

Remove

Manage Roles & Widgets

Manage Users & Hierarchy

Reset Tests

Training Portal

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’.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports Add stuff...

Manage Groups Options Refresh

List of groups: Filter

| Group | User Count | Assessment Count |
|--------------------------|------------|------------------|
| Consumer Sales | 13 | 9 |
| Genesys New Group | 7 | 3 |
| Health Care New Starters | 1 | 2 |
| Mortgage Selling | 4 | 1 |
| New Starters Q4 2009 | 2 | 1 |
| NHS | 1 | 2 |
| Pre-Sales Team | 4 | 3 |
| Skills Mauritius | 4 | 1 |
| Test Group | 6 | 8 |

Users Assessments

Users in group Consumer Sales

| Login ID | First Name | Last Name |
|----------|------------|-----------|
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| demo | Gerry | Cafolla |

Search Hierarchy

Search for user: Go

| Login ID | First Name | Last Name |
|-----------|------------|-----------|
| Tanderson | Thomas | Anderson |
| bandrews | Bob | Andrews |
| pardon | Peter | Ardon |
| bbaxter | Bob | Baxter |
| Hayley | Hayley | Binns |
| dbraun | Dirk | Braun |
| jbutton | Jackie | Button |

Page 1 of 3

Assign assessments to groups of users by creating a group

Remove

Manage Roles & Widgets

Manage Users & Hierarchy

Reset Tests

Training Portal

Add selected user(s)

Find user in hierarchy

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

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports Add stuff...

Manage Groups Options Refresh

List of groups: Filter

| Group | User Count | Assessment Count |
|--------------------------|------------|------------------|
| Consumer Sales | 13 | 9 |
| Genesys New Group | 7 | 3 |
| Health Care New Starters | 1 | 2 |
| Mortgage Selling | 4 | 1 |
| New Starters Q4 2009 | 2 | 1 |
| NHS | 1 | 2 |
| Pre-Sales Team | 4 | 3 |
| Skills Mauritius | 4 | 1 |
| Test Group | 6 | 8 |

Assessments in group Consumer Sales

| Assessment | Available From | Until |
|---|----------------|-------------|
| Annual Feedback Review from Agents | | 29-Jan-2010 |
| Latest Product Launch | | |
| Annual Feedback Review from Agents | | |
| Blackberry Support | | |
| BT Vision | | |
| Feedback Assessment to Test Feedback Models | | |
| General | | |
| Genesys Pre-Test System Consultant, Inbound Voice | | |
| Genesys Pre-Test V2 | | |
| Health Care | | |
| iPhone Support | | |
| Insurance Knowledge | | |

Assign assessments to groups of users by creating a group

Remove

Manage Roles & Widgets

Manage Users & Hierarchy

Reset Tests

Training Portal

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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development | Reports | Manage Groups & Users | System Settings | Manage Assessments | My Development | Reports | Add stuff...

Manage Groups Options Refresh

List of groups: Filter

| Group Name | User Count | Assessment Count |
|--------------------------|------------|------------------|
| Consumer Sales | 13 | 10 |
| Genesys New Group | 7 | 3 |
| Health Care New Starters | 1 | 2 |
| Mortgage Selling | 4 | 1 |
| New Starters Q4 2009 | 2 | 1 |
| NHS | 1 | 2 |
| Pre-Sales Team | 4 | 3 |
| Skills Mauritius | 4 | 1 |
| Test Group | 6 | 8 |

Assessments in group Consumer Sales

| Assessment | Available From | Until |
|---|----------------|-------|
| Annual Feedback Review from Agents | 29-Jan-2010 | |
| Latest Product Launch | | |
| Annual Feedback Review | | |
| Blackberry Support | | |
| BT Vision | | |
| Feedback Assessment | | |
| General | | |
| Genesys Pre-Test System Consultant, inbound voice | | |
| Genesys Pre-Test V2 | | |
| Health Care | | |
| iPhone Support | | |
| Insurance Knowledge | | |

Manage Groups

Assign assessments to groups of users by creating a group

Remove

- Manage Roles & Widgets
- Manage Users & Hierarchy
- Reset Tests
- Training Portal

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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development | Reports | Manage Groups & Users | System Settings | Manage Assessments | My Development | Reports | Add stuff...

My Development Options Refresh

Assessments (by Group) | Assessments (by Date) | Feedback on other users (3)

| Group Name | Date By | % Complete | % Average |
|---|-------------|------------|-----------|
| New Starters Q4 2009 | | 41.18 | 0.00 |
| Consumer Sales | | 47.63 | 3.09 |
| Annual Feedback Review from Agents | 29 Jan 2010 | 0.00 | |
| Latest Product Launch - Support Information | | 0.00 | |
| Skyblue Products | | 100.00 | 9.26 |
| Mobilephone Consumer Sales | 25 Jul 2010 | 50.00 | |
| iPhone Support | 11 Jul 2010 | 0.00 | |
| Insurance Knowledge | 18 Dec 2009 | 41.18 | |
| Blackberry Support | 19 Jul 2010 | 37.50 | |
| Leadership Capability Program | 29 Aug 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 | 0.00 |
| Genesys New Group | | 33.33 | 25.00 |
| NHS | | 50.00 | 0.00 |

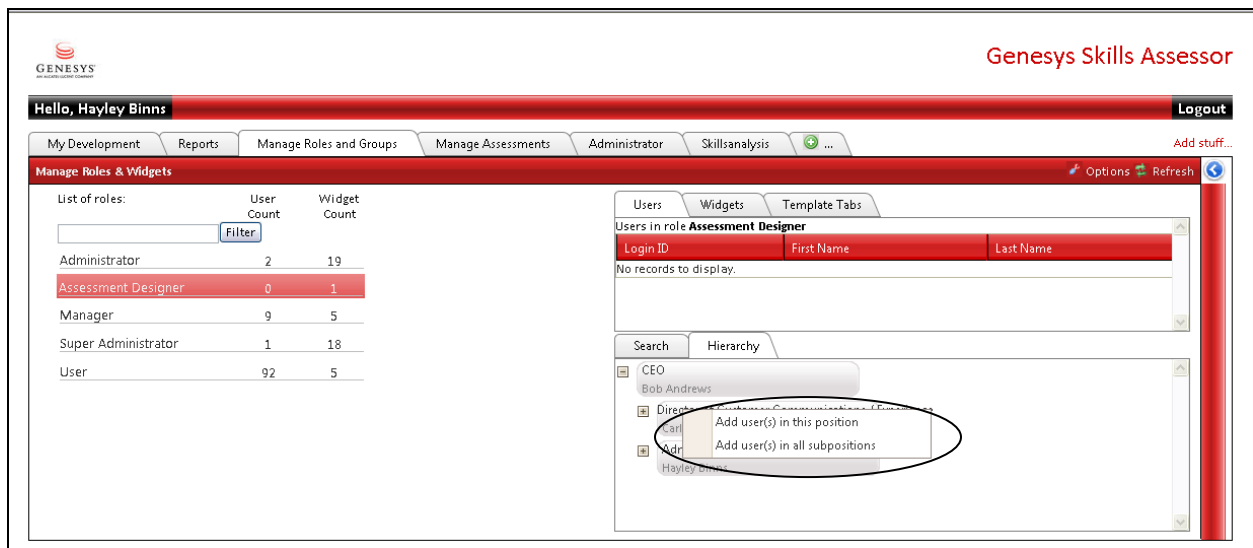
Assigning Users into Groups Based on Hierarchy

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.

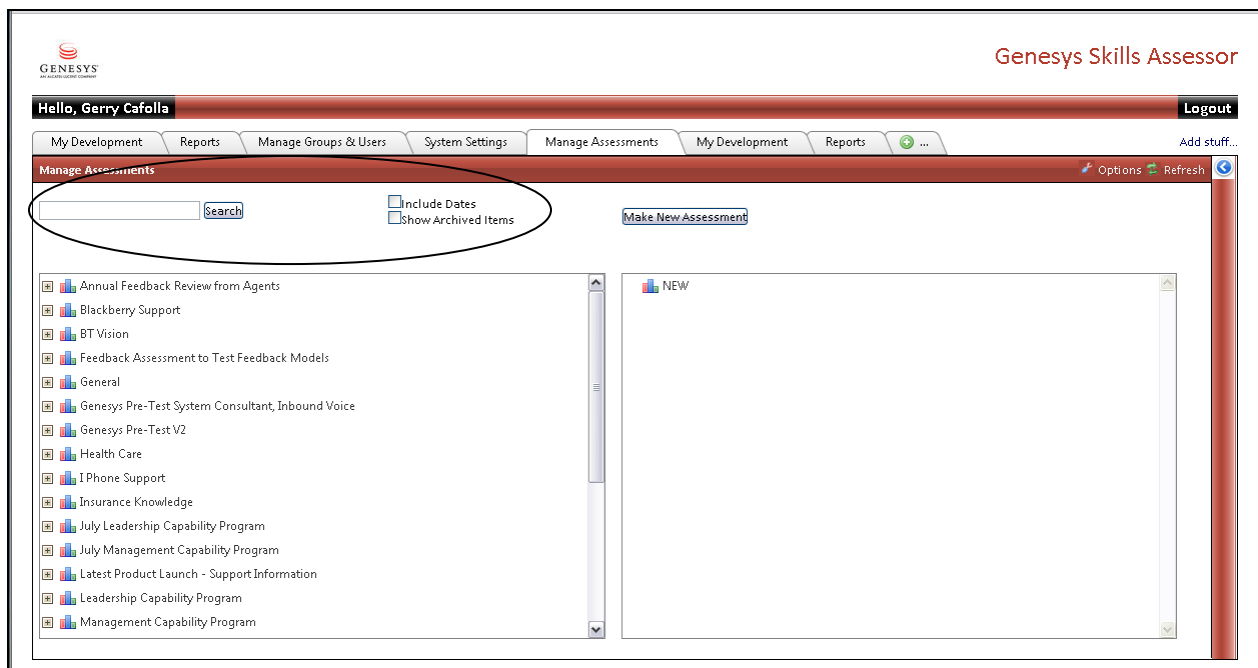


Manage Assessments

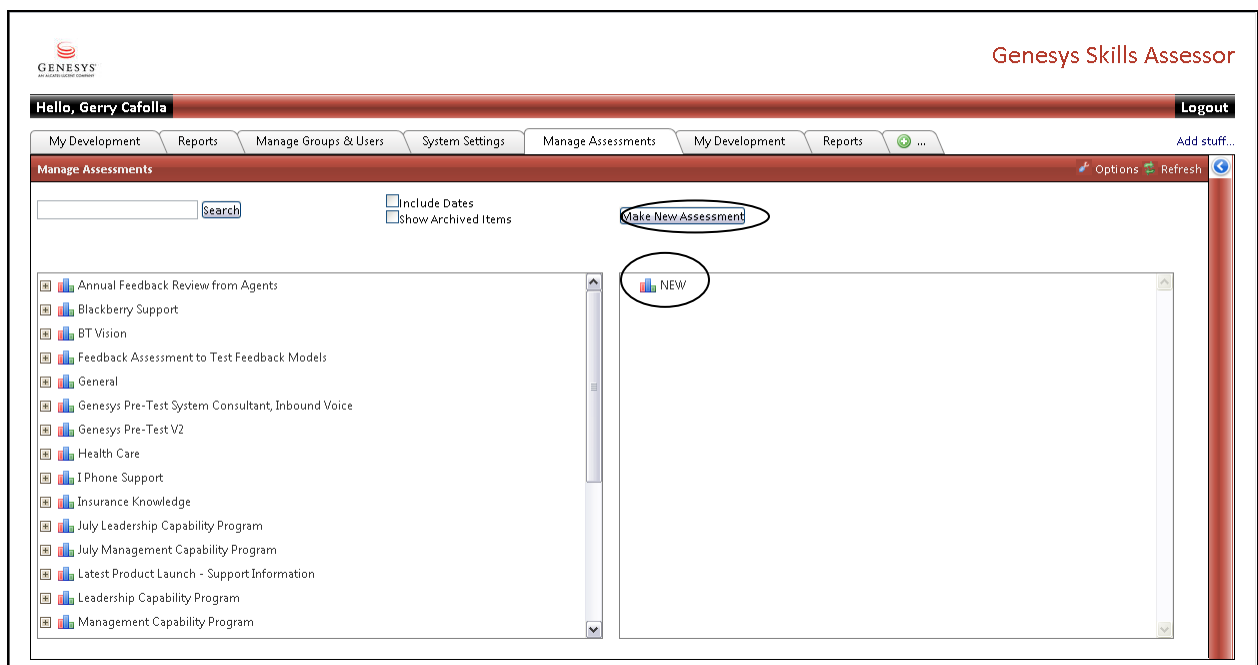
Assessments are created in the Manage Assessment widget.

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.

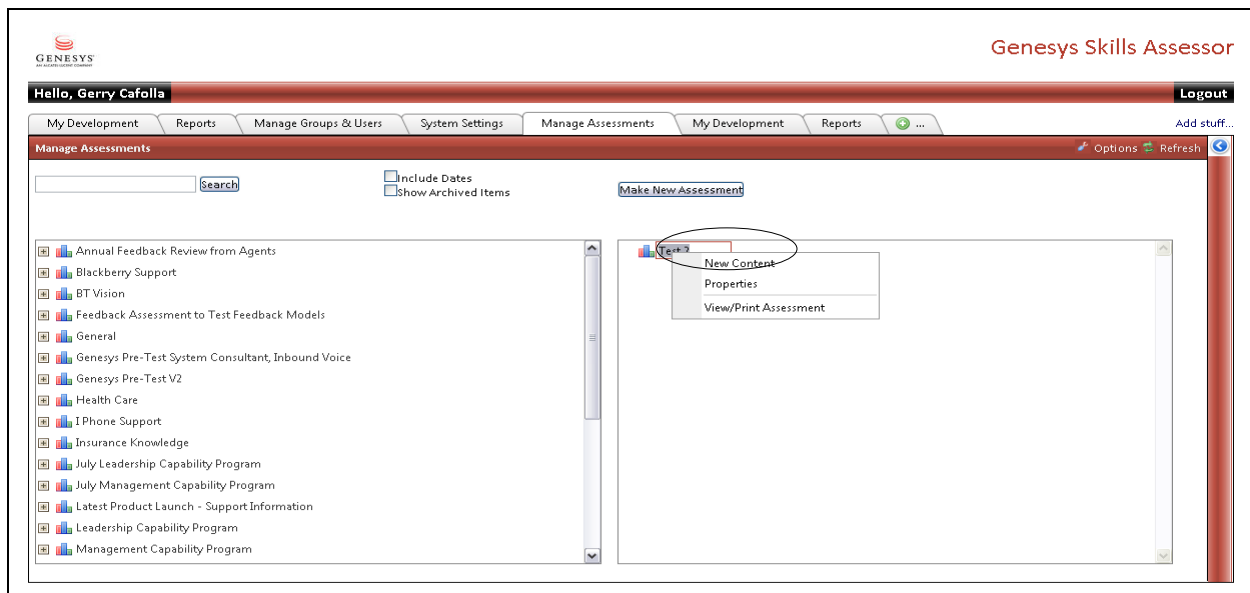


To create a new assessment click on ‘Make New Assessment’ and then select ‘New’ to rename the assessment. We recommend that assessments are named so that they relate to the subject matter they refer to. Double click on ‘New ‘ to rename the assessment as required.



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

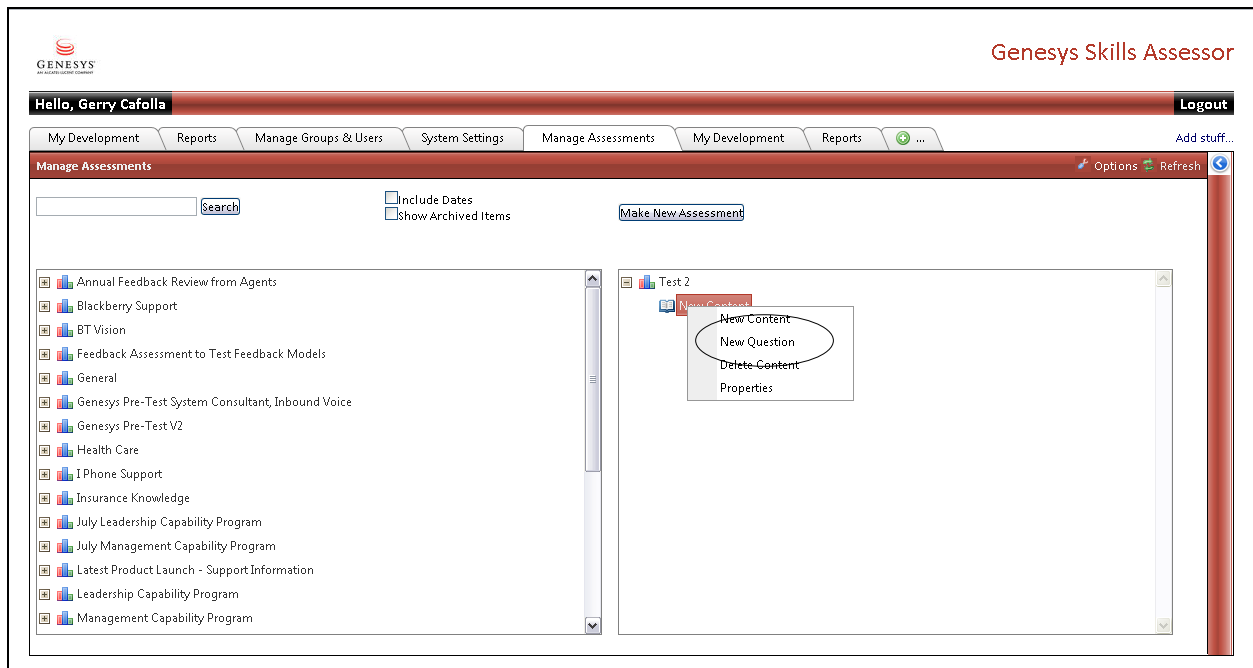
(this will be covered later in the document, however if the assessment is for Feedback only it has to be defined in 'Properties, before creating the feedback questions).



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.



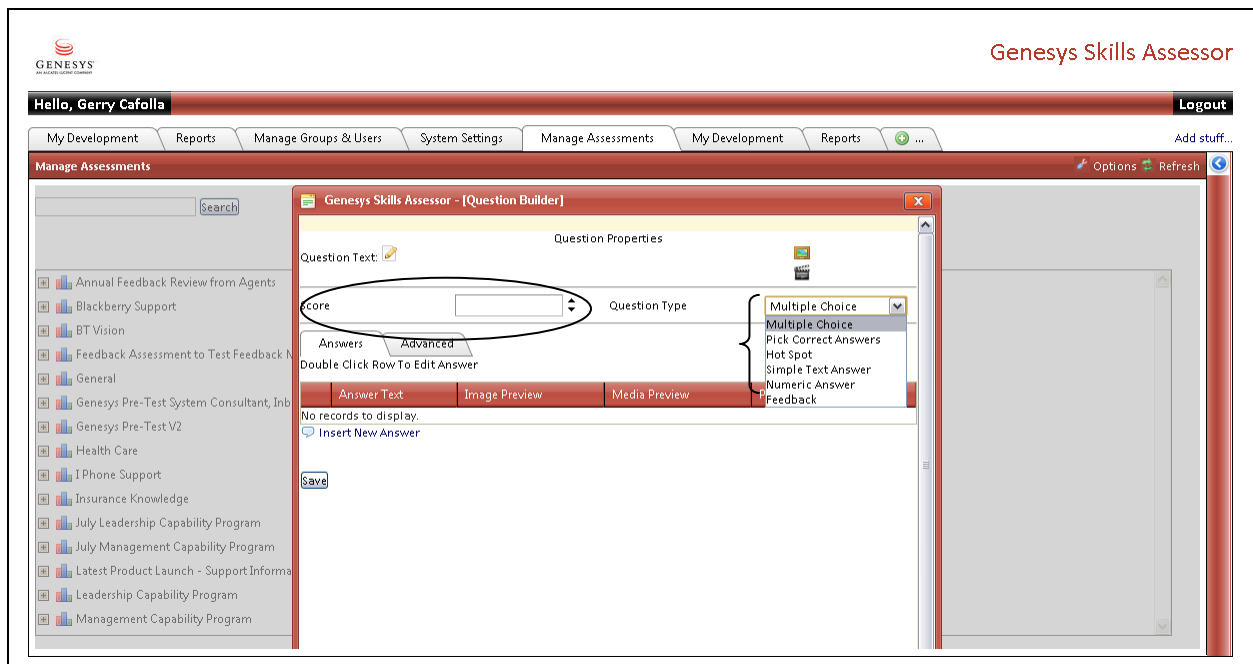
Once 'New Question; has been selected the question builder is presented.

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.

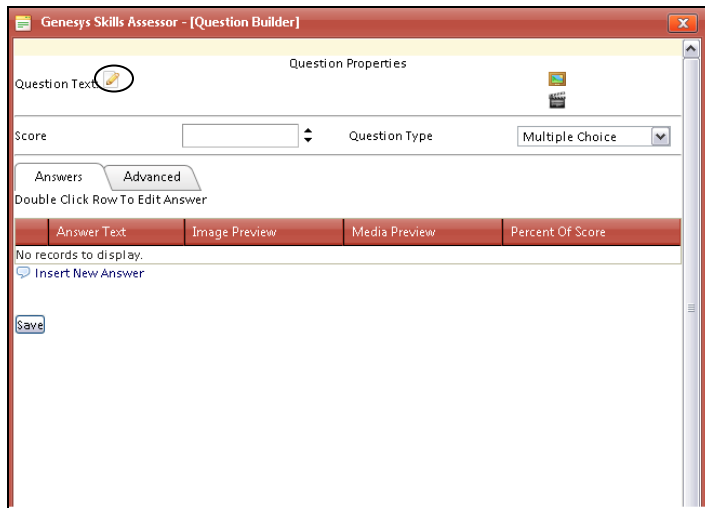
There are six question options available:

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.

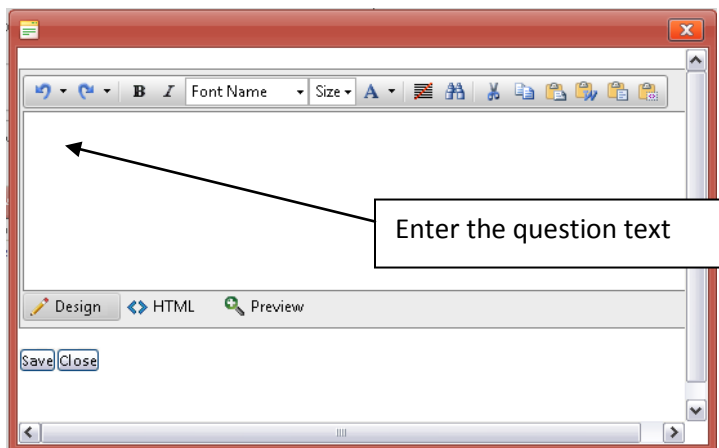


The maximum score that the user can achieve by getting the answer right is entered in the ‘Score’ box. The score can be used as part of the question weighting, that is, if the question is a higher priority then a higher score can be associated.

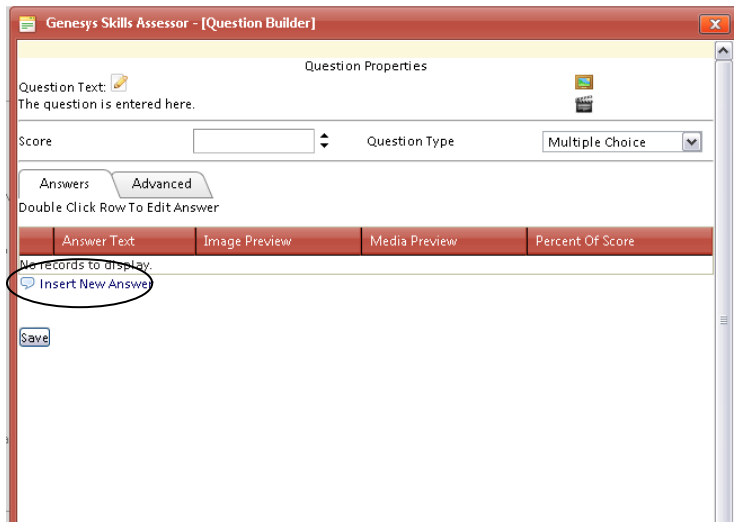
Select the Question Text icon to enter the question text.



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



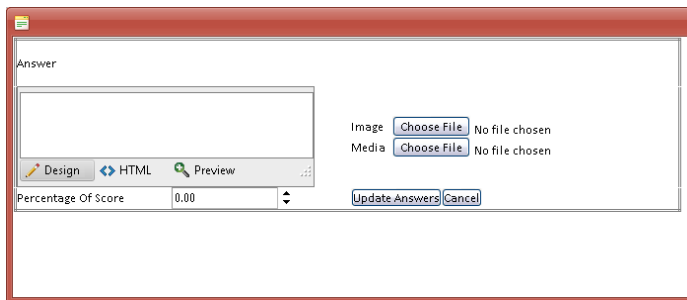
Once the question text has been added, the next stage is to create the answers for the user to select from (depending on the question type). Click on 'Insert New Answer'.



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.



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%.

The screenshot shows the Genesys Skills Assessor interface. The main window is titled "Genesys Skills Assessor - [Question Builder]". It features a "Question Properties" section with a "Question Text" field and a "Question Type" dropdown set to "Multiple Choice". Below this is an "Answers" section with a table for defining answer options.

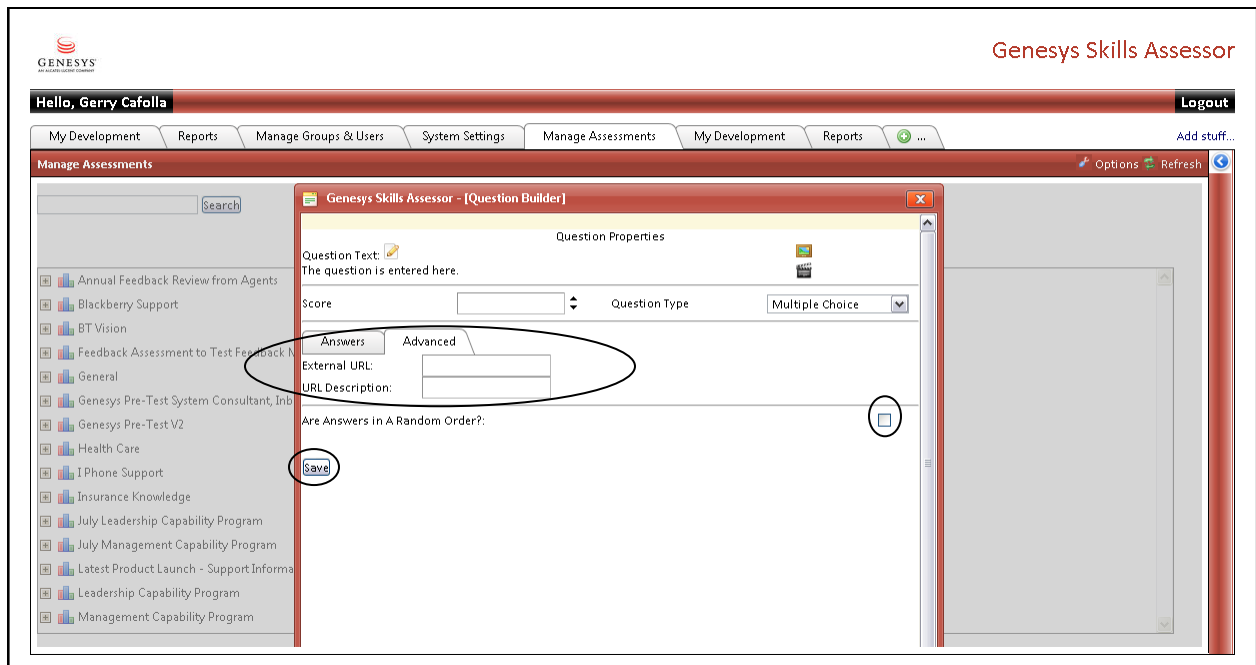
| Answer Text | Image Preview | Media Preview | Percent Of Score |
|-------------|---------------|---------------|------------------|
| Answer A | | | 100 |
| Answer B | | | 0 |
| Answer C | | | 0 |

A callout box points to the "Answer A" row with the text "Answer A is the correct answer". The interface also includes a "Save" button and a "Search" field on the left sidebar.

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.

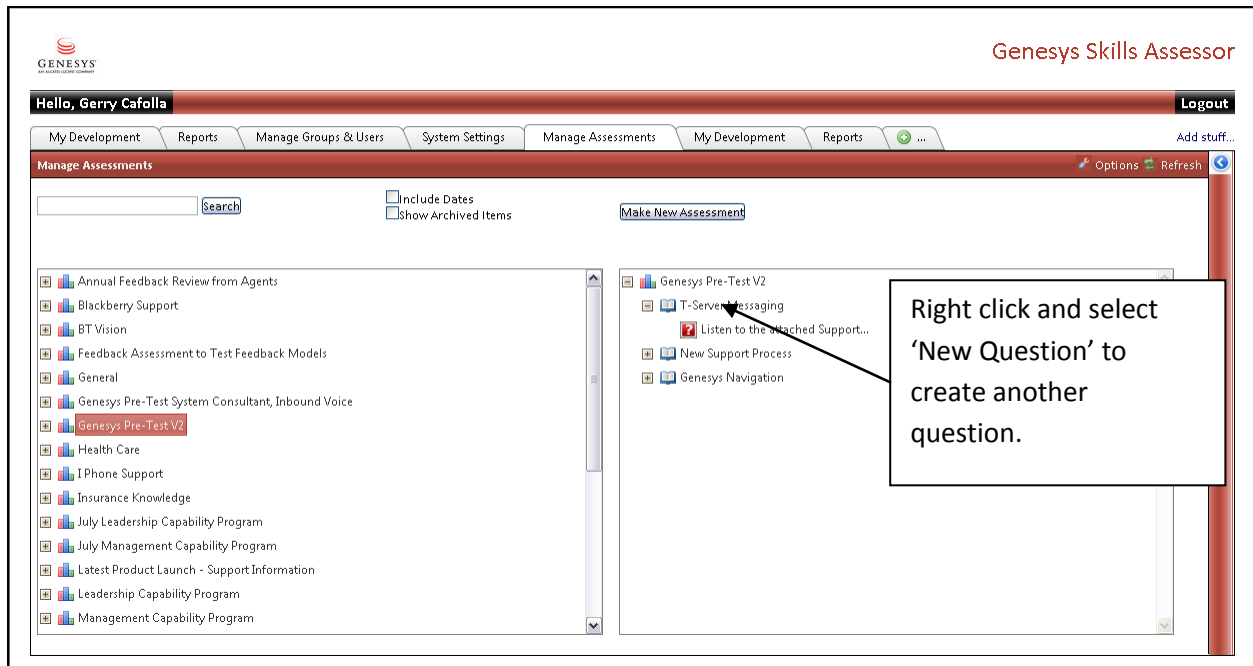
Select the ‘Are Answers in a Random Order?’ and Skills Assessor will randomize all of the answers. This option should not be selected if one of the answers are ‘All of the Above’ as the answers need to be in order.

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



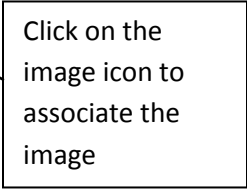
Once the answers have been entered (and this can be as many or as few as necessary), select ‘Save’.

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'.



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

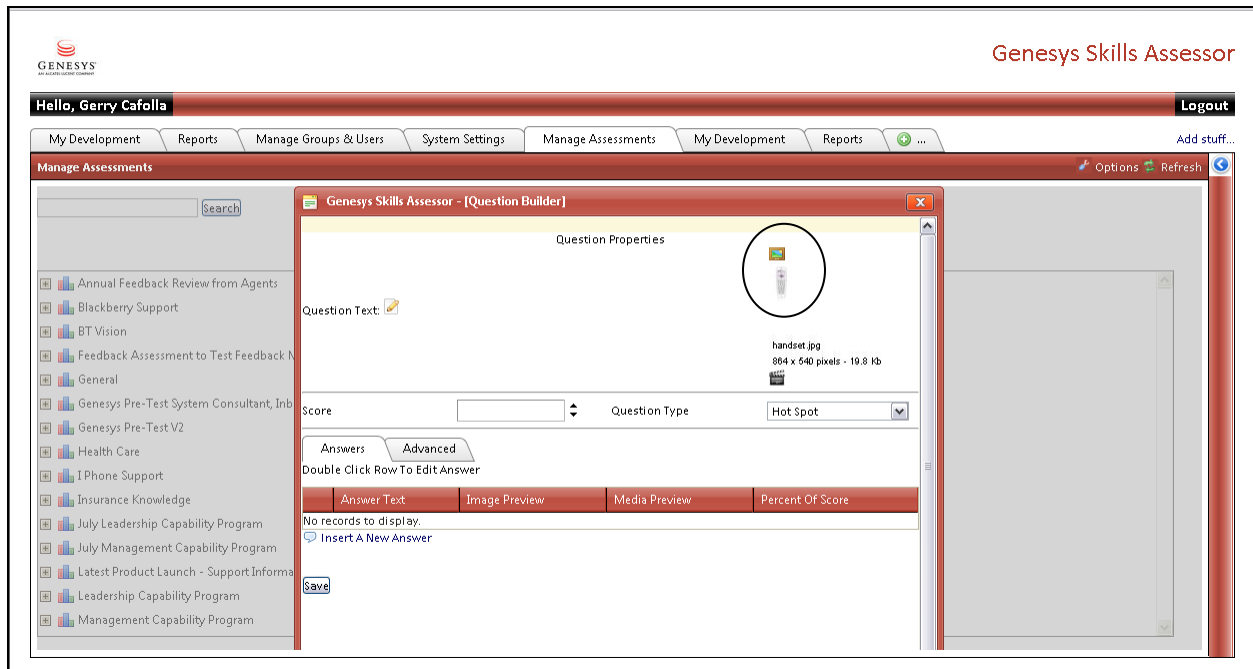
Create a New Question as before and select Hot Spot as the question type.



The screenshot displays the Genesys Skills Assessor application. At the top, the Genesys logo is on the left, and 'Genesys Skills Assessor' is on the right. Below the header, a dark red bar shows 'Hello, Gerry Cafolla' and a 'Logout' button. A navigation menu contains tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', 'My Development', 'Reports', and a '+ ...' button. The 'Manage Assessments' tab is active, showing a list of assessments on the left and a 'Question Builder' window on the right. The 'Question Builder' window has a 'Question Properties' dialog box open, which is titled 'Upload An Image'. This dialog box contains a 'Select An Image:' label, a 'Choose File' button, and the text 'No file chosen'. At the bottom of the dialog are 'Save' and 'Cancel' buttons. The background of the 'Question Builder' window shows a list of assessments on the left and a large text area on the right.

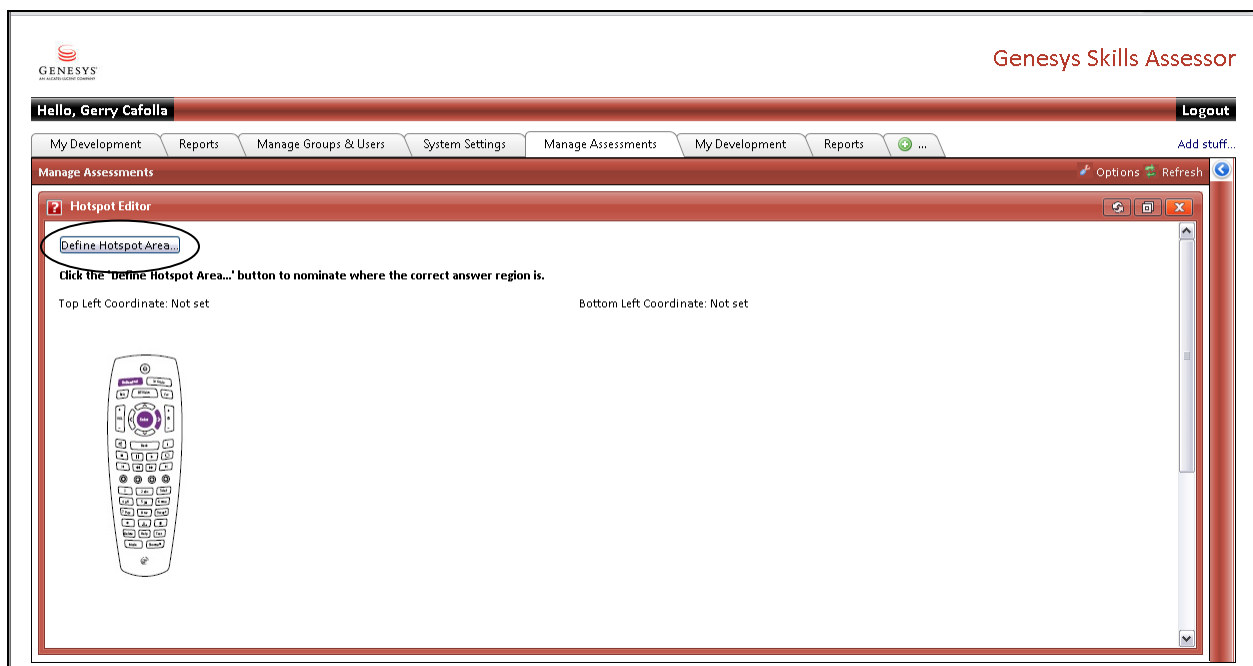
Choose the file and then select ‘Save’.

The image will be displayed next to the Image icon

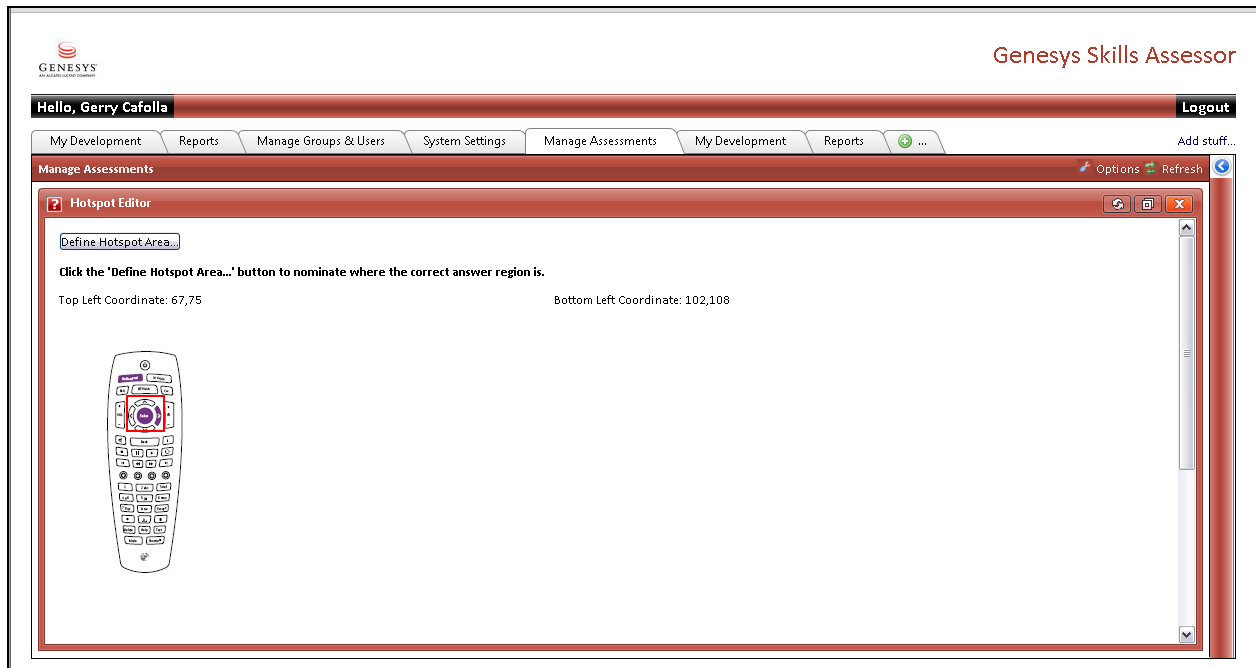


Click on the 'Insert a New Answer' as a grid reference has to be created which identifies where the user needs to click in the image for the correct answer.

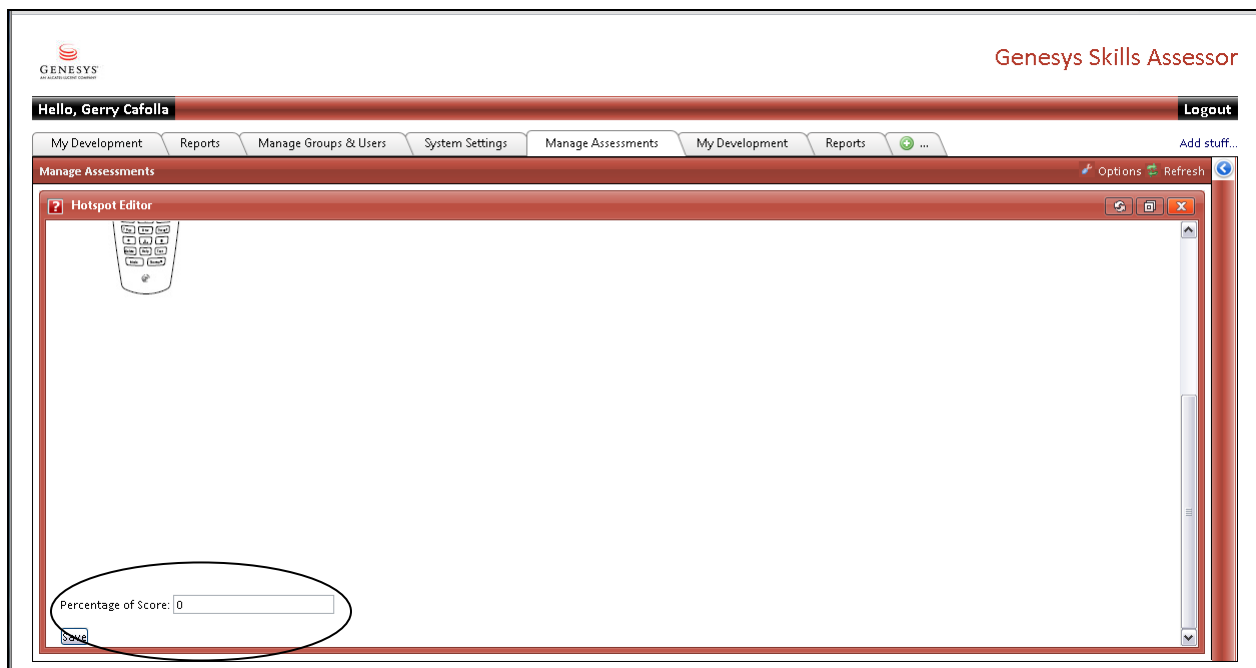
To define the grid reference click on the 'Define Hotspot Area'. Click on the top left hand corner and then the bottom right hand corner to create a highlighted area.



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.



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



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.

The screenshot displays the Genesys Skills Assessor interface. The top navigation bar includes the Genesys logo, a user greeting "Hello, Gerry Cafolla", and a "Logout" button. Below this is a menu bar with options like "My Development", "Reports", "Manage Groups & Users", "System Settings", "Manage Assessments", and "My Development". The main content area is titled "Manage Assessments" and features a search bar and a list of assessment categories on the left. The central panel is the "Genesys Skills Assessor - [Question Builder]" window, which is divided into "Question Properties" and "Answers" sections. In the "Question Properties" section, the "Question Text" field is empty, and the "Score" is set to 1. The "Question Type" is set to "Hot Spot". In the "Answers" section, there is a table with the following data:

| Answer Text | Image Preview | Media Preview | Percent Of Score |
|---------------|---------------|---------------|------------------|
| 67,75,102,108 | | | 100 |

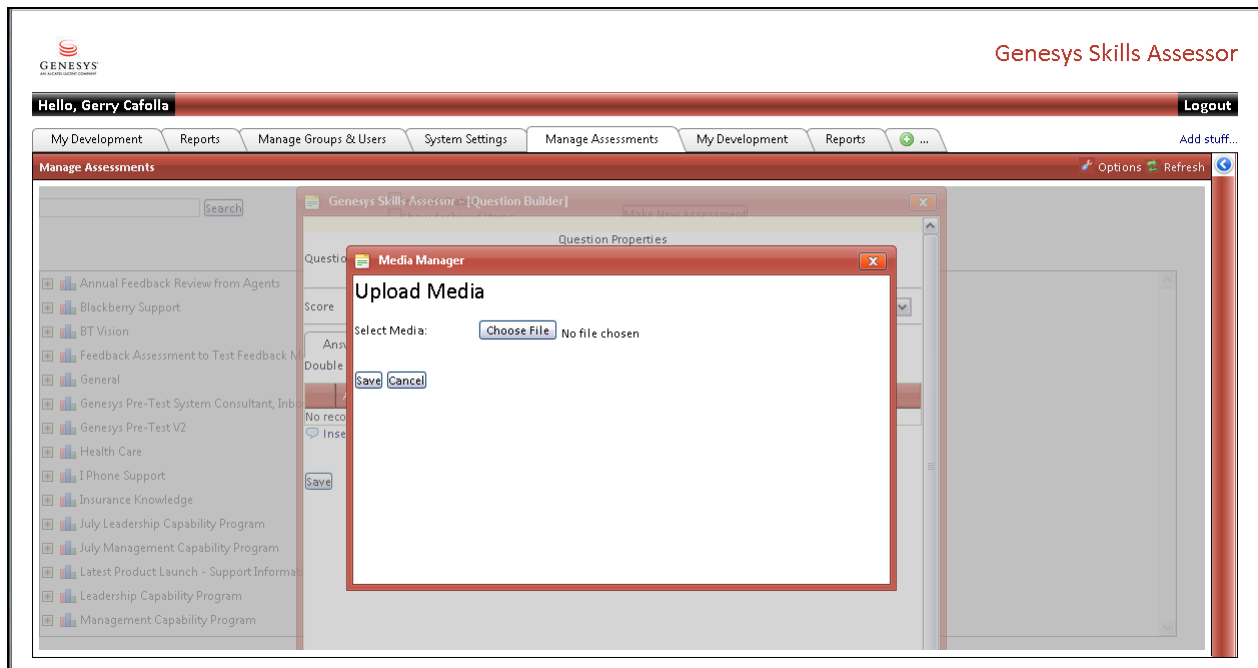
The "Answer Text" cell for the first row is circled, and a red "X" icon is visible next to it. Below the table, there is a link that says "Insert A New Answer" and a "Save" button.

Create a Simple Text or a Numeric Answer

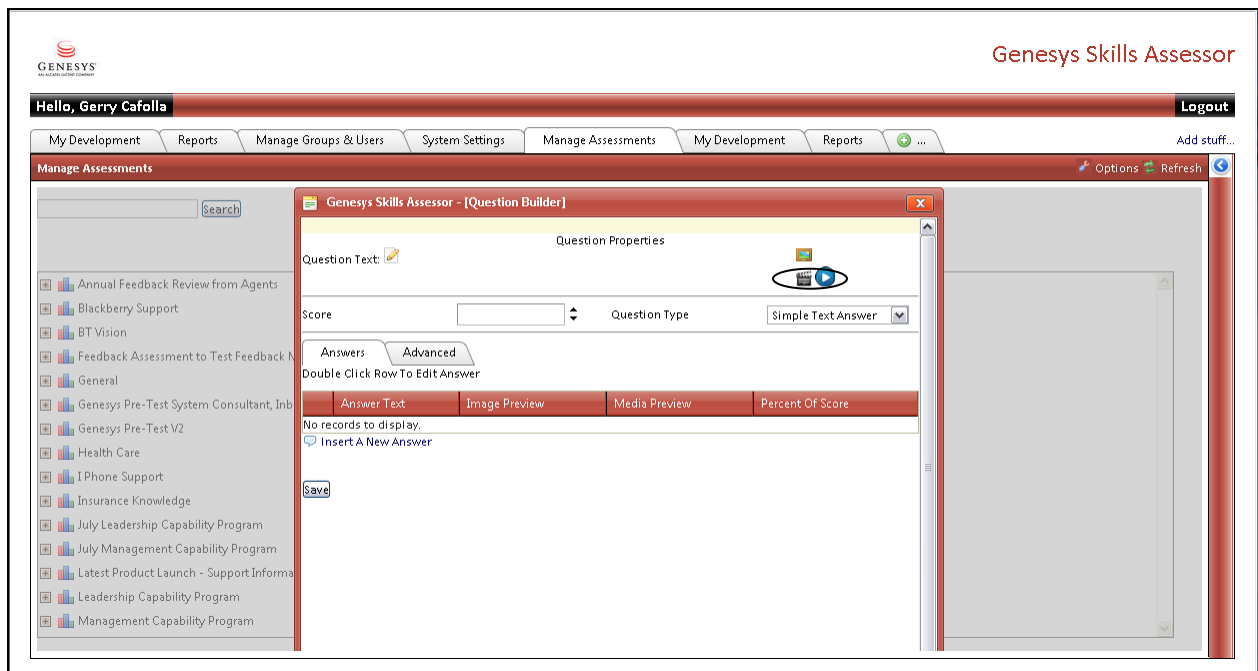
Create a new question as before and then select ‘Simple Text Answer’ as the question option.

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

Browse for the required call and then select Save.



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



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.

Genesys Skills Assessor - [Question Builder]

Question Text: What colours are associated to traffic lights?

Score: 1.00 Question Type: Simple Text Answer

Answers Advanced

Double Click Row To Edit Answer

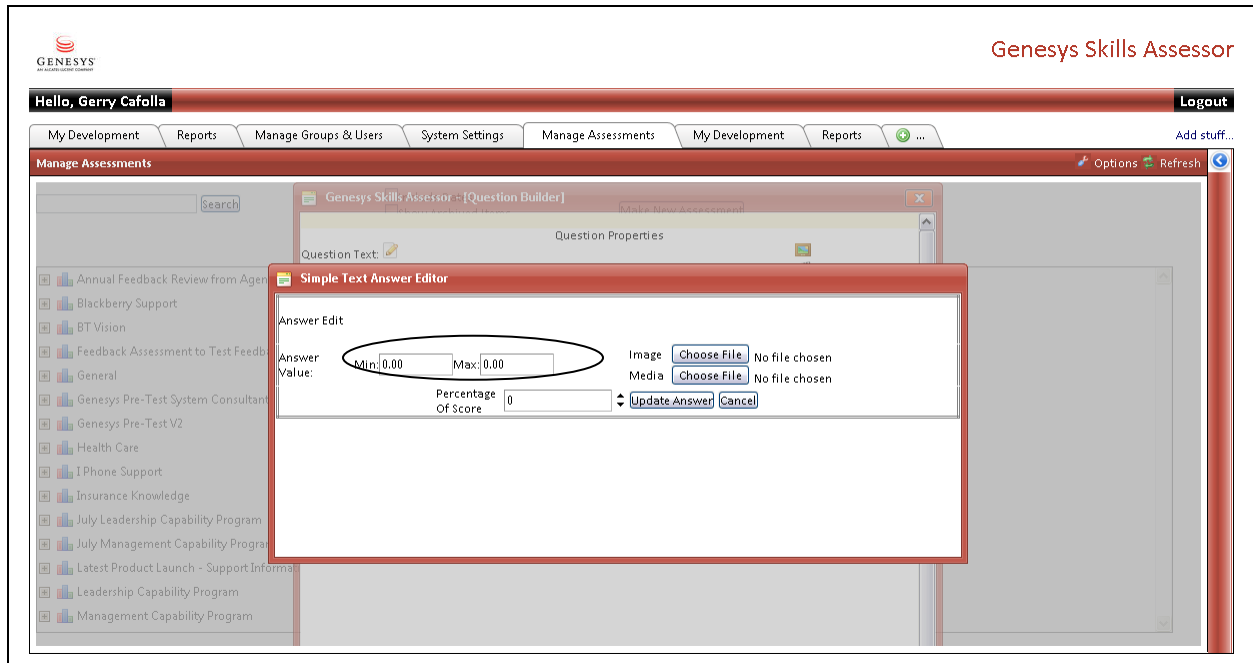
| | Answer Text | Image Preview | Media Preview | Percent Of Score |
|---|------------------------|---------------|---------------|------------------|
| ✗ | *Orange*,*Green*,*Red* | | | 100 |
| ✗ | *Green* | | | 33 |
| ✗ | *Red* | | | 34 |
| ✗ | *Orange* | | | 33 |

[Insert A New Answer](#)

[Save](#)

Numeric Questions

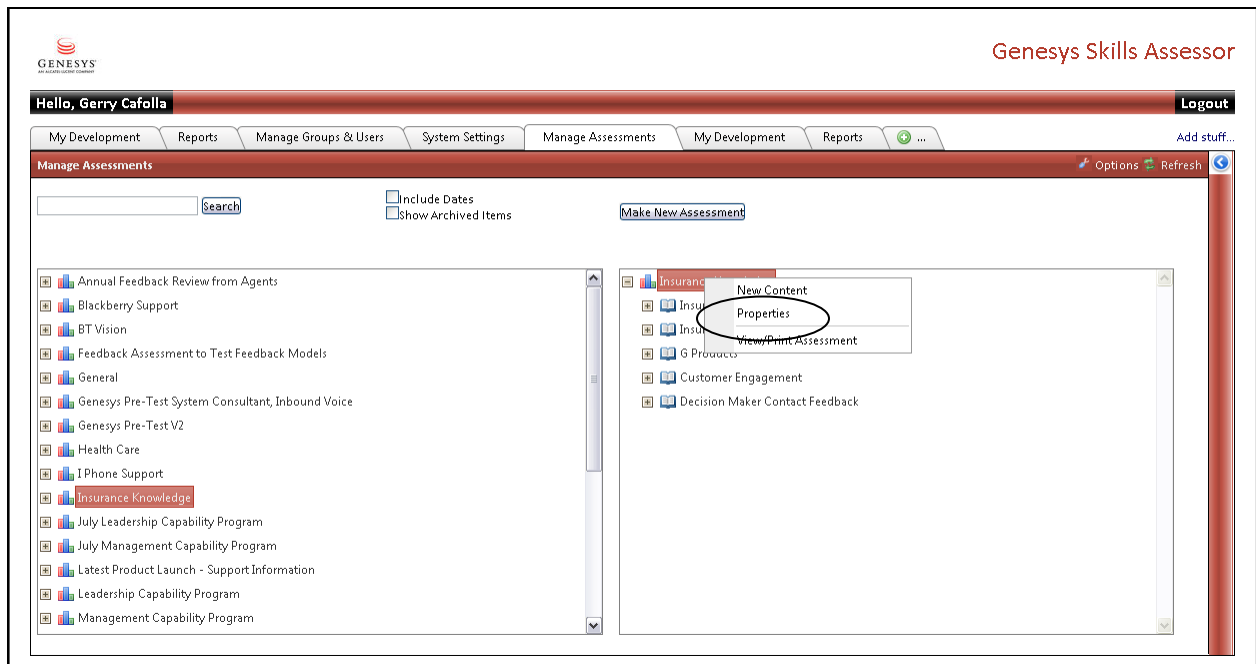
A numeric answer can contain a range of values or an absolute number. Enter the information in the ‘Answer Value’ boxes and the same options are available for associate an image or media file if required.



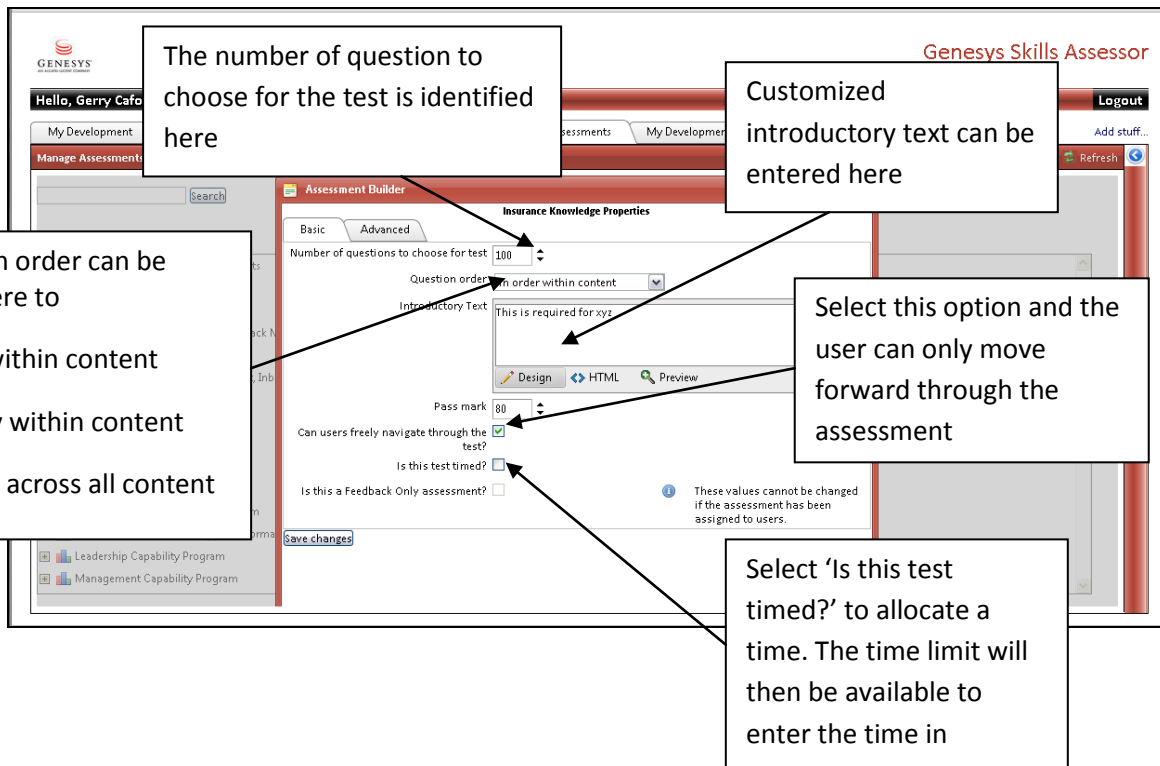
Defining the Properties of an Assessment

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.

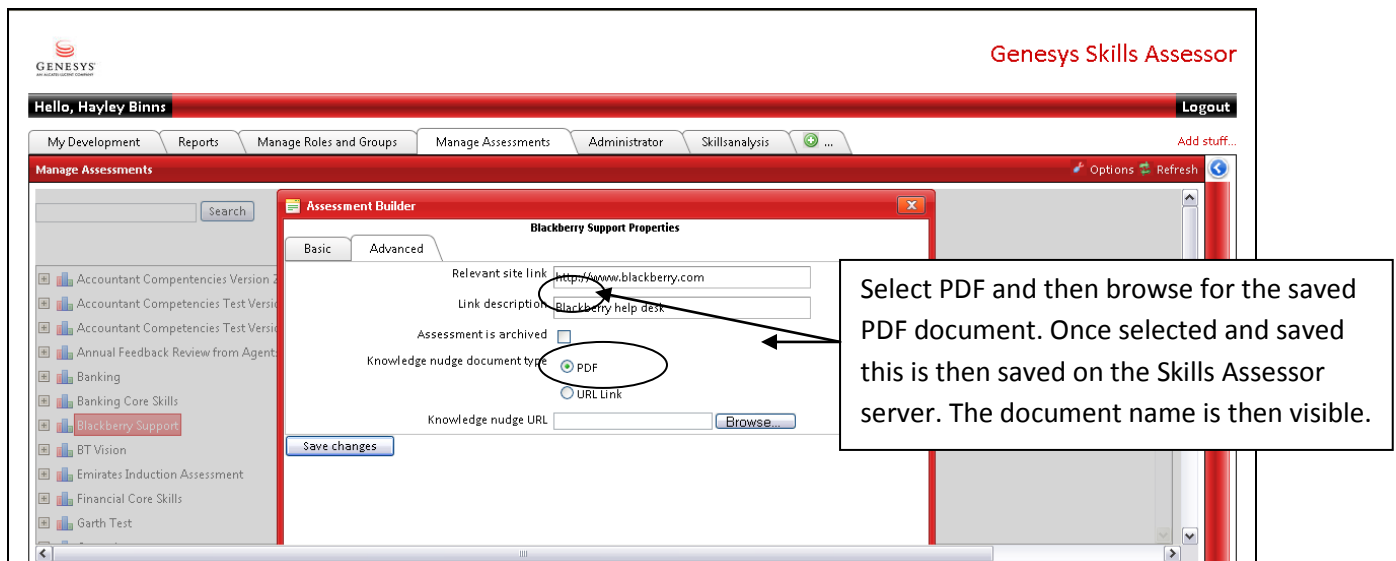


Select ‘Properties’ and the ‘Assessment Builder’, ‘Basic’ window is then presented.



Select the Advanced tab to reveal the options available.

PDF example




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.



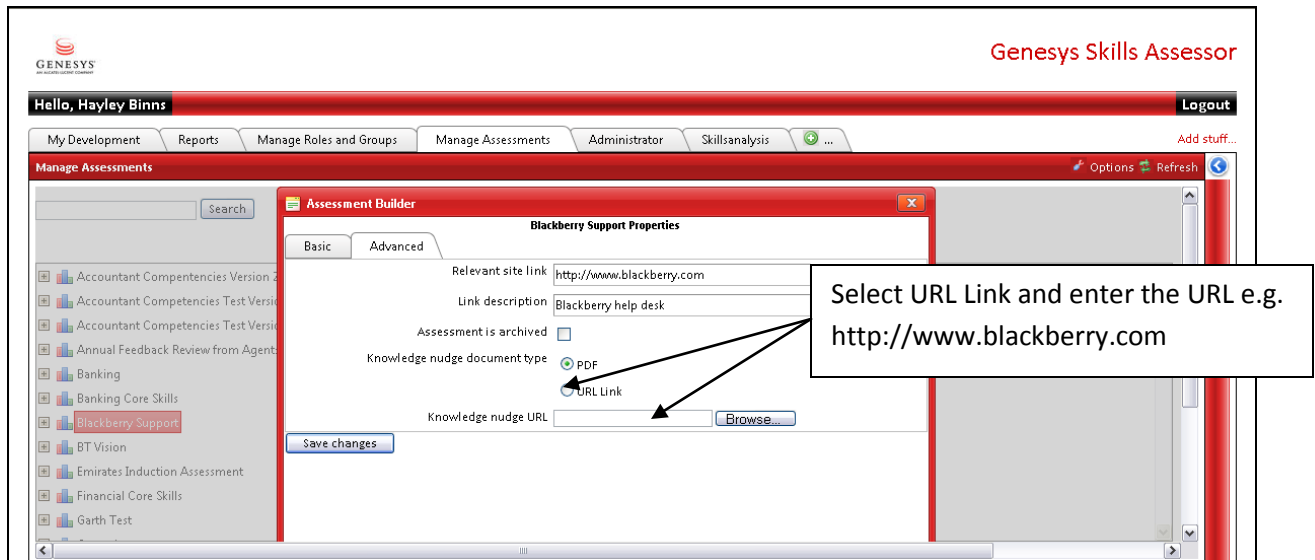
Starting this assessment

Once you click the  you will be asked the first question.

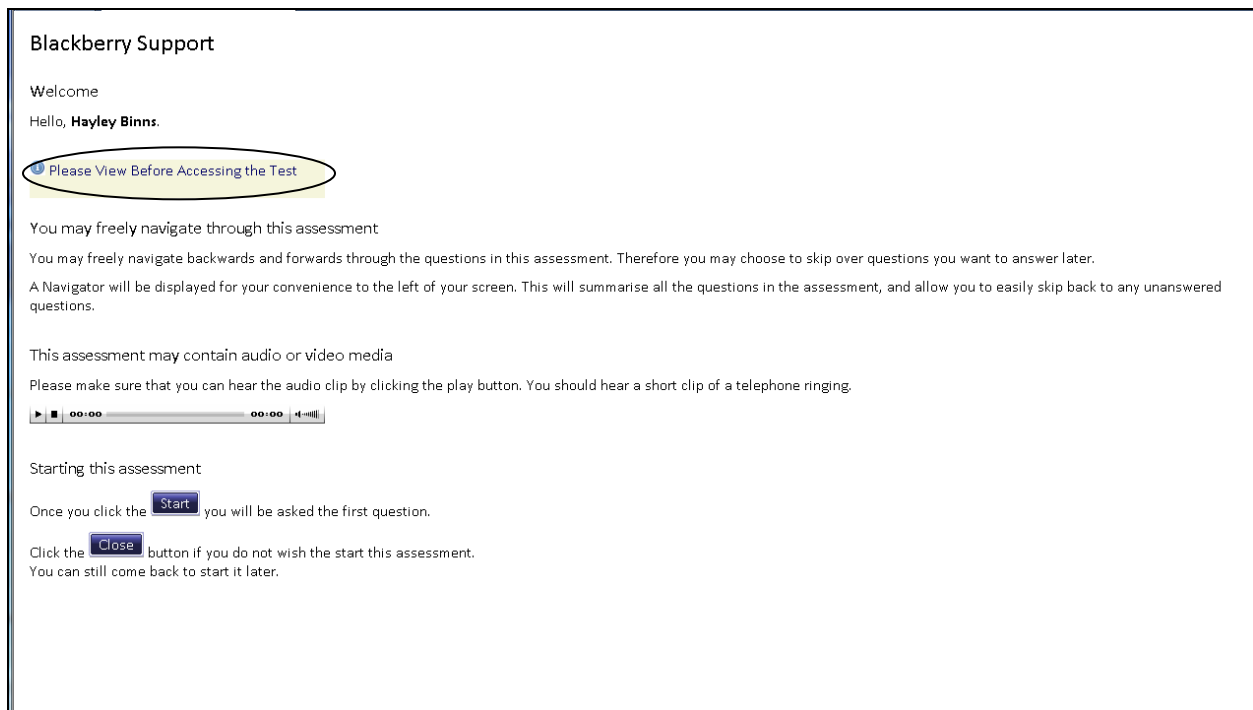
Click the  button if you do not wish the start this assessment.

You can still come back to start it later.

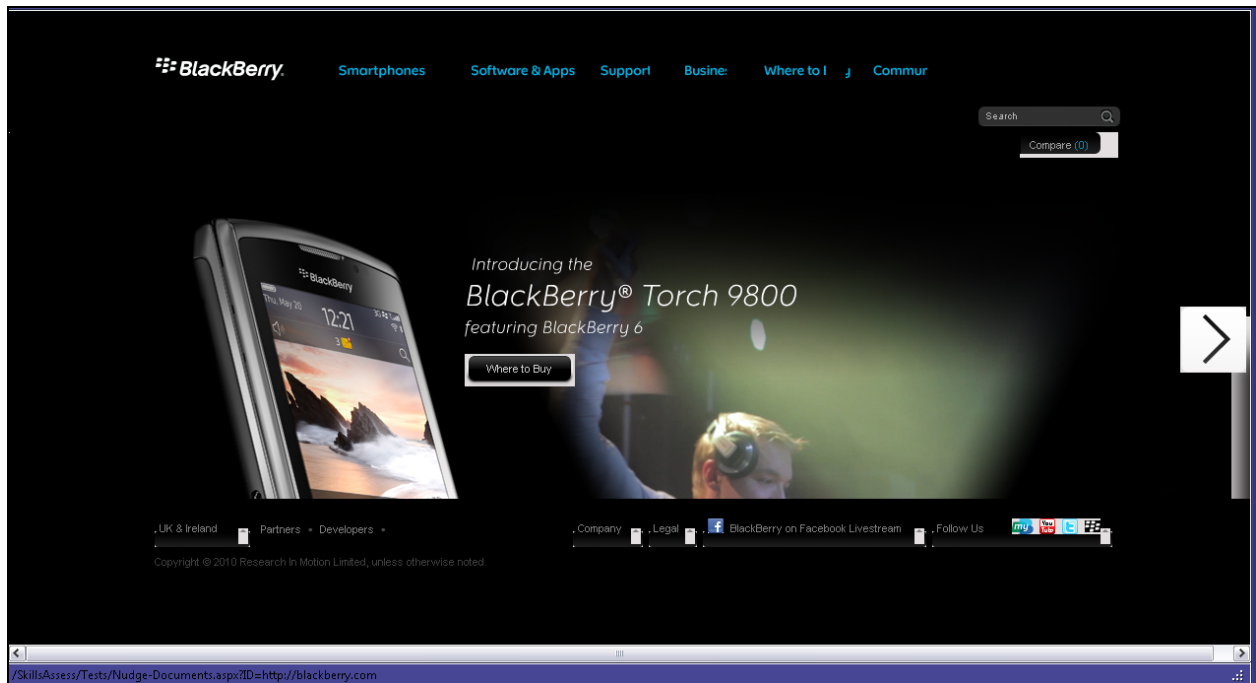
URL example.



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



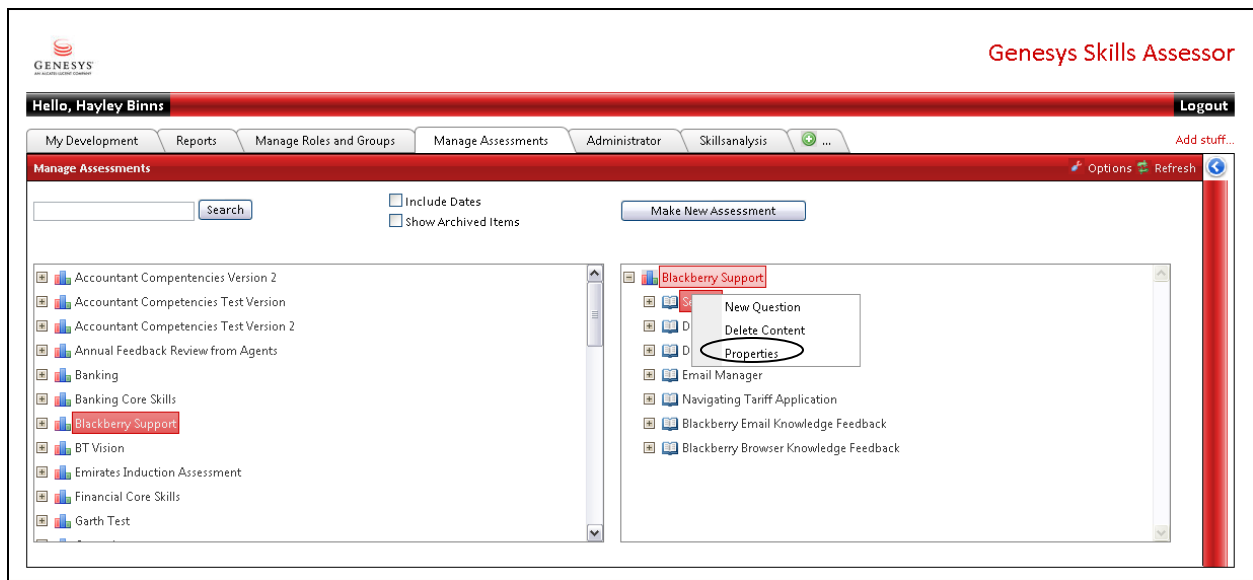
This will take them straight into the application.



Content Level Properties

Properties are also configurable at Content level.

Right click on the Content and select 'Properties.'



There are several options available.

The screenshot shows the 'Content Builder' dialog box. The 'Service Properties' section is highlighted, showing 'Min Amount Of Questions' set to 0 and 'Max Amount Of Questions' set to 100. A callout box explains that by entering these values, the application will randomly present the required number of questions from a bank. Other fields include 'Notes On Content', 'Pass Mark' (set to 80.00), and 'Can Copy' (checked). A callout box explains that the 'Can Copy' option allows content to be 'dragged and dropped' into other assessments. Another callout box points to the 'Notes On Content' field, stating that any notes can be included. The 'Design' tab is selected, and there are buttons for 'Design', 'HTML', and 'Preview'. The background shows the 'Manage Assessments' tab with the 'Blackberry Support' item selected.

By entering a minimum and maximum amount of questions the application will randomly present the number of questions required. This can be used against a bank of questions and limit the questions presented.

Any notes can be included.

Enter the pass mark required for the content.

If the content can be copied and used in another assessment then this needs to be selected. This allows the Content to be 'dragged and dropped' in other assessments instead of having to build the content again.

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.


The screenshot displays the Genesys Skills Assessor interface. At the top, the header includes the Genesys logo, the user name 'Hello, Gerry Cafolla', and a 'Logout' button. Below the header is a navigation bar with tabs: 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', 'My Development', 'Reports', and a green plus icon. The 'Manage Assessments' tab is active. On the left, a sidebar lists various assessments, with 'Insurance Knowledge' highlighted. The main area shows the 'Assessment Builder' dialog box for 'Insurance Knowledge Properties'. The 'Advanced' tab is selected, showing fields for 'Relevant site link', 'Link description', 'Assessment is archived' (checkbox), 'Knowledge nudge document type' (radio buttons for 'PDF' and 'URL Link'), and 'Knowledge nudge URL' with a 'Choose File' button. Two callout boxes provide instructions: one points to the 'Relevant site link' and 'Link description' fields, stating 'Enter the URL of the site or application and entre the description that will appear in the questions.'; the other points to the 'Choose File' button, stating 'Upload the PDF document by selecting 'Choose File''.

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, **Gerry Cafolla**, 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 **Start** you will be asked the first question.

Once you click the **Close** 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

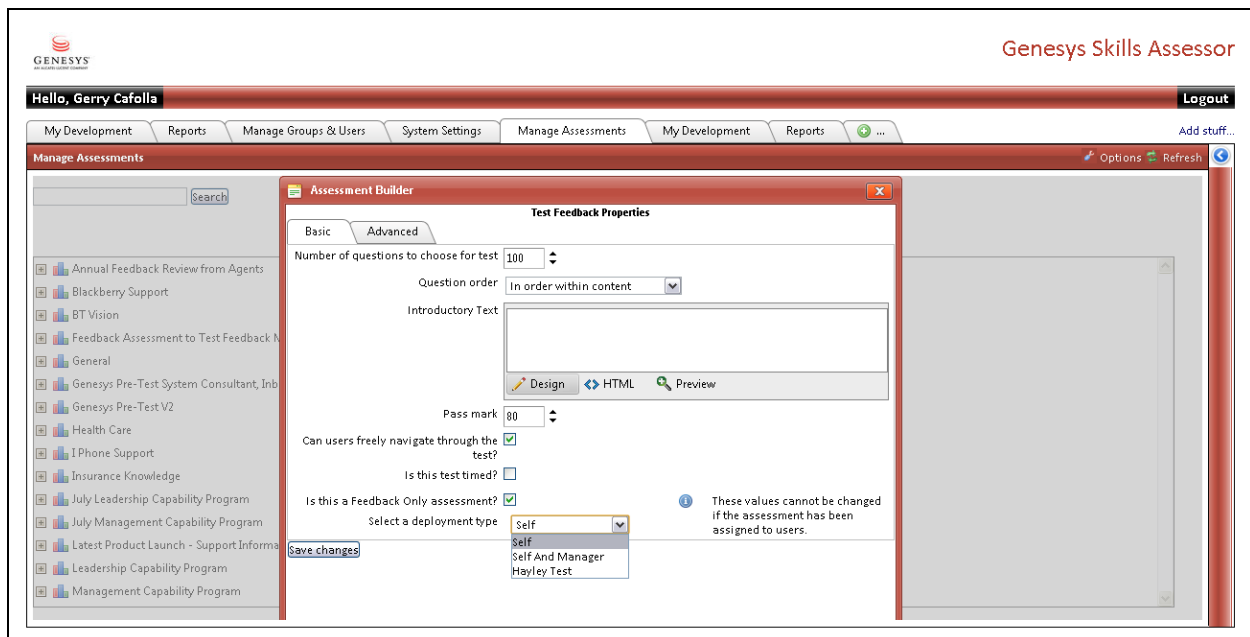
Please make sure that you can hear the audio clip by clicking the play button. You should hear a short clip of a telephone ringing.



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.



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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development | Reports | Manage Groups & Users | System Settings | Manage Assessments | My Development | Reports | ...

My Development Options Refresh

Assessments (by Group) | Assessments (by Date) | **Feedback on other users (3)**

| Group Name | Date By | % Complete | % Average |
|------------------------------------|-------------|------------|-----------|
| New Starters Q4 2009 | | 41.18 | 0.00 |
| Consumer Sales | | 47.63 | 3.09 |
| Mortgage Selling | | 0.00 | 0.00 |
| Annual Feedback Review from Agents | 30 Nov 2009 | 0.00 | |
| Pre-Sales Team | | 30.39 | 0.00 |
| Health Care New Starters | | 18.75 | 0.00 |
| Skills Mauritius | | 0.00 | 0.00 |
| Genesys New Group | | 33.33 | 25.00 |
| NHS | | 50.00 | 0.00 |
| Test Group | | 58.92 | 27.88 |
| Individually assigned assessments | | 75.00 | 3.09 |

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

Genesys Skills Assessor

Hello, Gerry Cafolla Logout


My Development | Reports | Manage Groups & Users | System Settings | Manage Assessments | My Development | Reports | ...

My Development Options Refresh

Assessments (by Group) | Assessments (by Date) | **Feedback on other users (3)**

| Assessment Name | Feeding back on | Date By | % Complete |
|------------------------------------|-----------------|-------------|------------|
| Leadership Capability Program | Christine Lace | 29 Aug 2010 | 50.00 |
| Feedback Assessment 2 | Christine Lace | | 0.00 |
| July 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.



Genesys Skills Assessor

Hello, Gerry Cafolla

Logout

My Development

Reports

Manage Groups & Users

System Settings

Manage Assessments

My Development

Reports

+ ...

Add stuff...

My Development

Options

Refresh

+

Assessments (by Group)

Assessments (by Date)

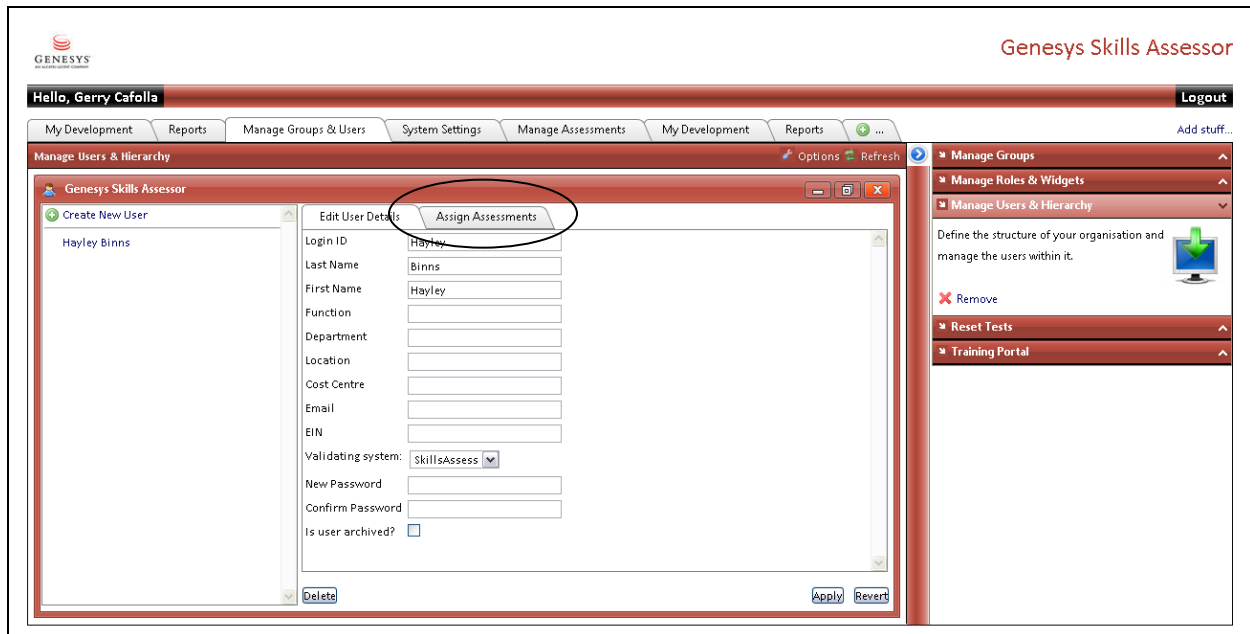
Feedback on other users **3**

| Assessment Name | Feeding back on | Date By | % Complete |
|------------------------------------|-----------------|-------------|------------|
| Leadership Capability Program | Christine Lace | 29 Aug 2010 | 50.00 |
| Feedback Assessment 2 | Christine Lace | | 0.00 |
| July Leadership Capability Program | Christine Lace | | 0.00 |

Assigning Assessments to Individual Users

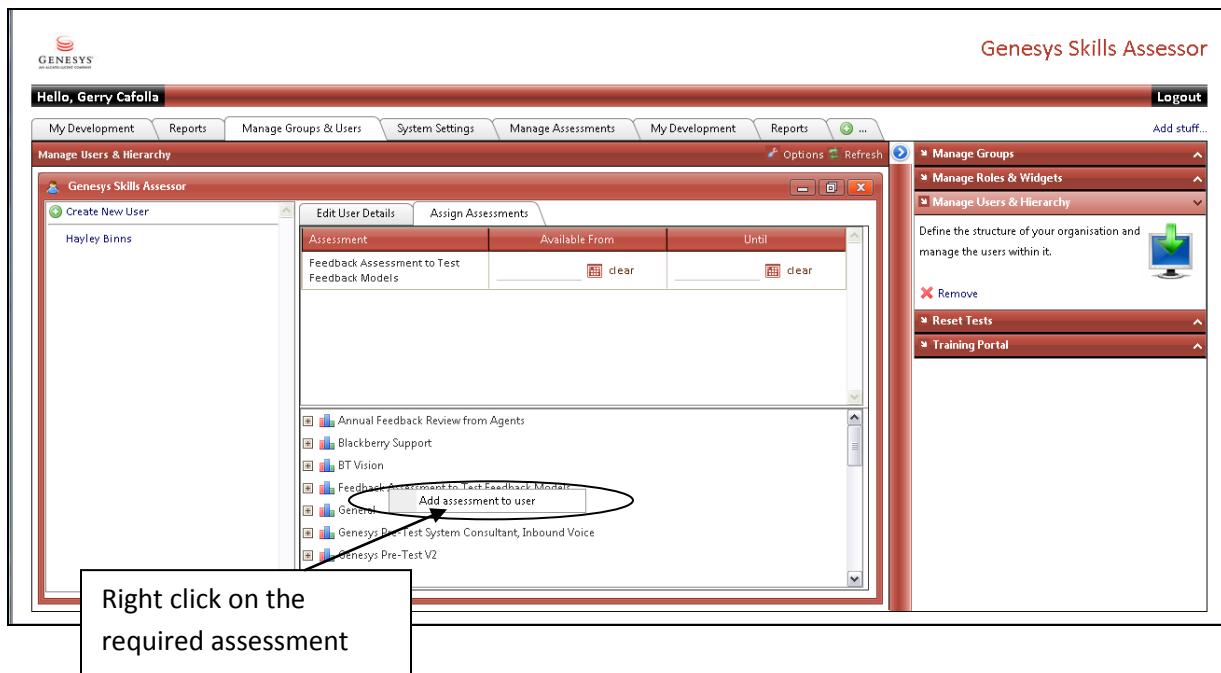
The option to assign an assessment to an individual is available in the user detail window.

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.

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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

My Development | Reports | Manage Groups & Users | System Settings | Manage Assessments | My Development | Reports | ...

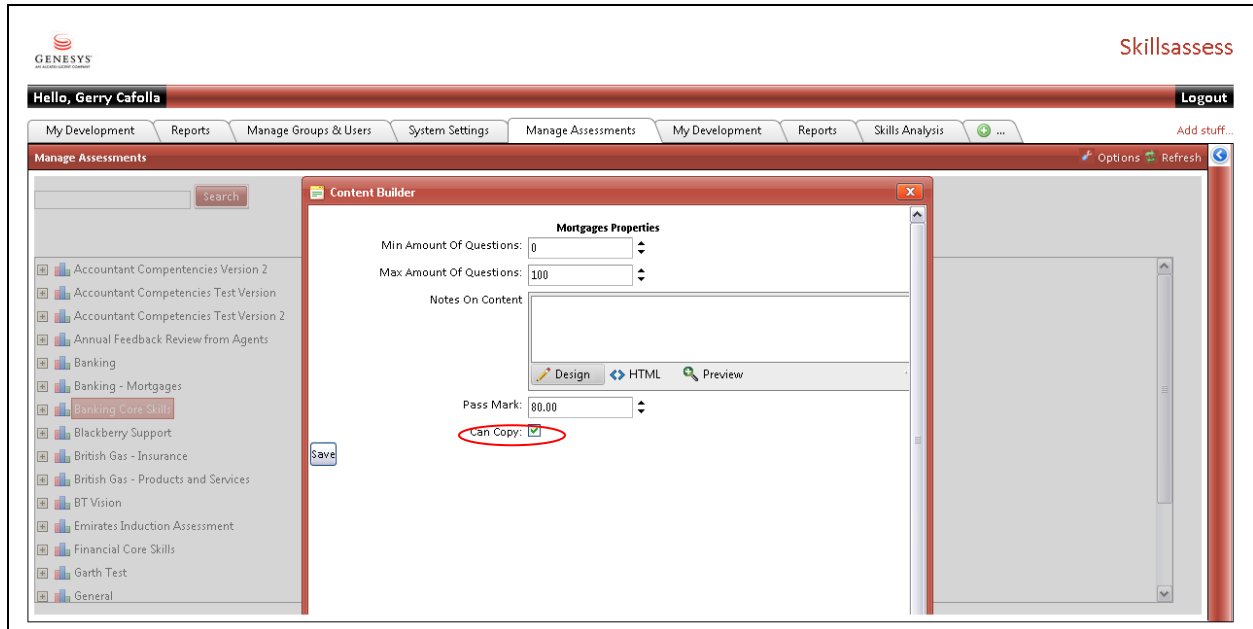
My Development Options Refresh

Assessments (by Group) | Assessments (by Date) | Feedback on other users (3)

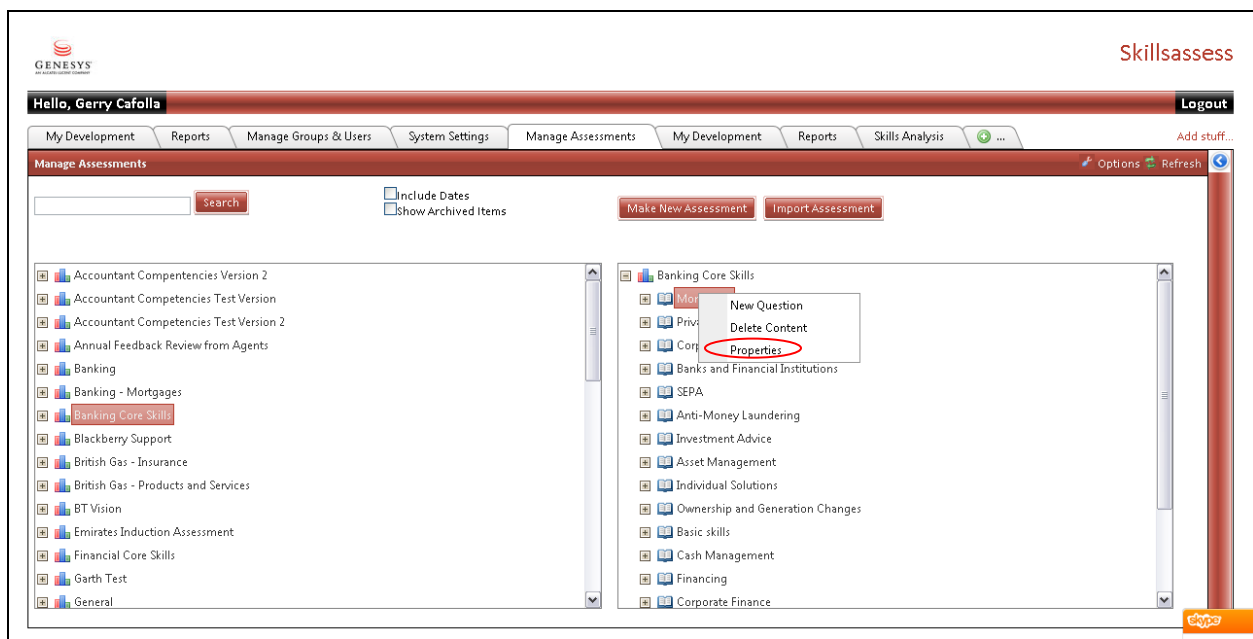
| Group Name | Date By | % Complete | % Average |
|-----------------------------------|-------------|------------|-----------|
| New Starters Q4 2009 | | 41.18 | 0.00 |
| Consumer Sales | | 47.31 | 3.09 |
| Mortgage Selling | | 0.00 | 0.00 |
| Pre-Sales Team | | 30.39 | 0.00 |
| Health Care New Starters | | 18.75 | 0.00 |
| Skills Mauritius | | 0.00 | 0.00 |
| Genesys New Group | | 33.33 | 25.00 |
| NHS | | 50.00 | 0.00 |
| Test Group | | 58.92 | 27.80 |
| Individually assigned assessments | | 75.00 | 3.09 |
| Leadership Capability Program | | 100.00 | |
| Management Capability Program | | 100.00 | |
| Skyblue Products | | 100.00 | 9.26 |
| TV Deals | 27 Nov 2009 | 0.00 | |

Creating Assessments from Existing Assessments

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

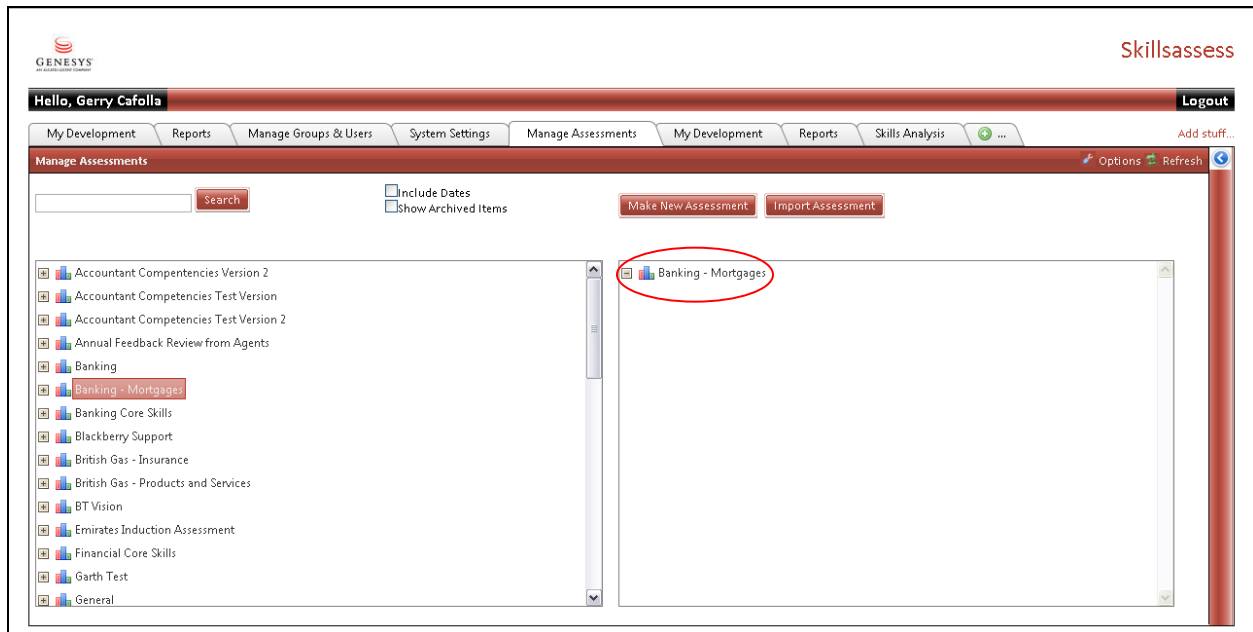


The option is available after right clicking on the 'Content' and selecting 'Properties', as per the example below.

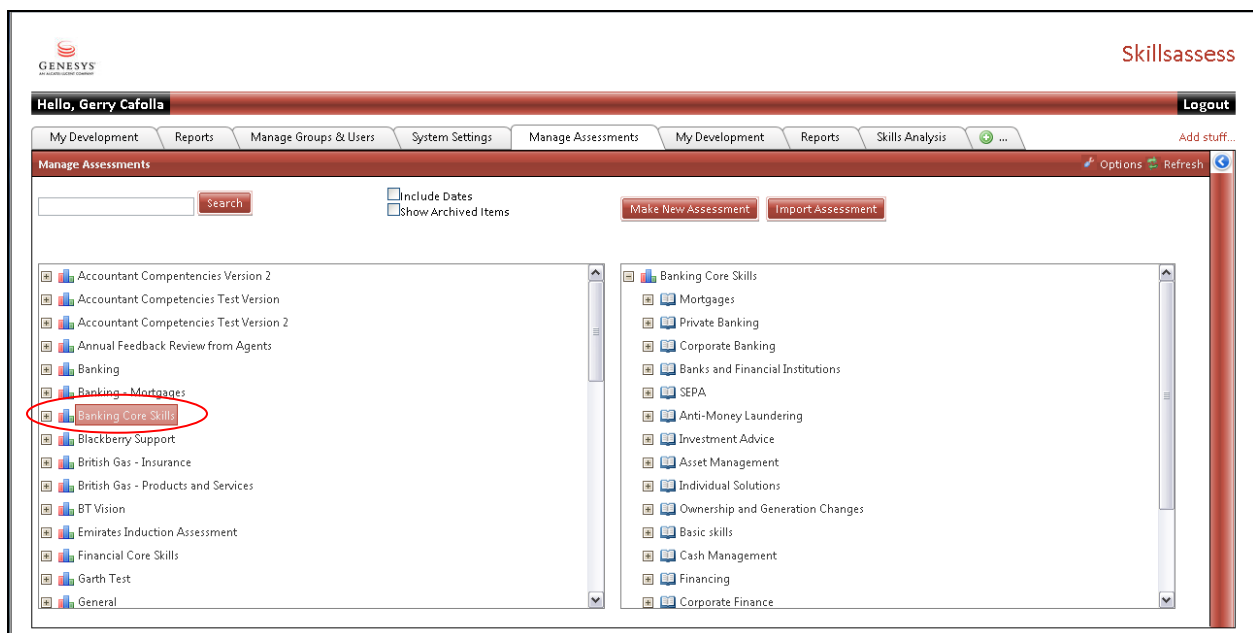


To create a new assessment select ‘Make New Assessment’ and then rename it accordingly.

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

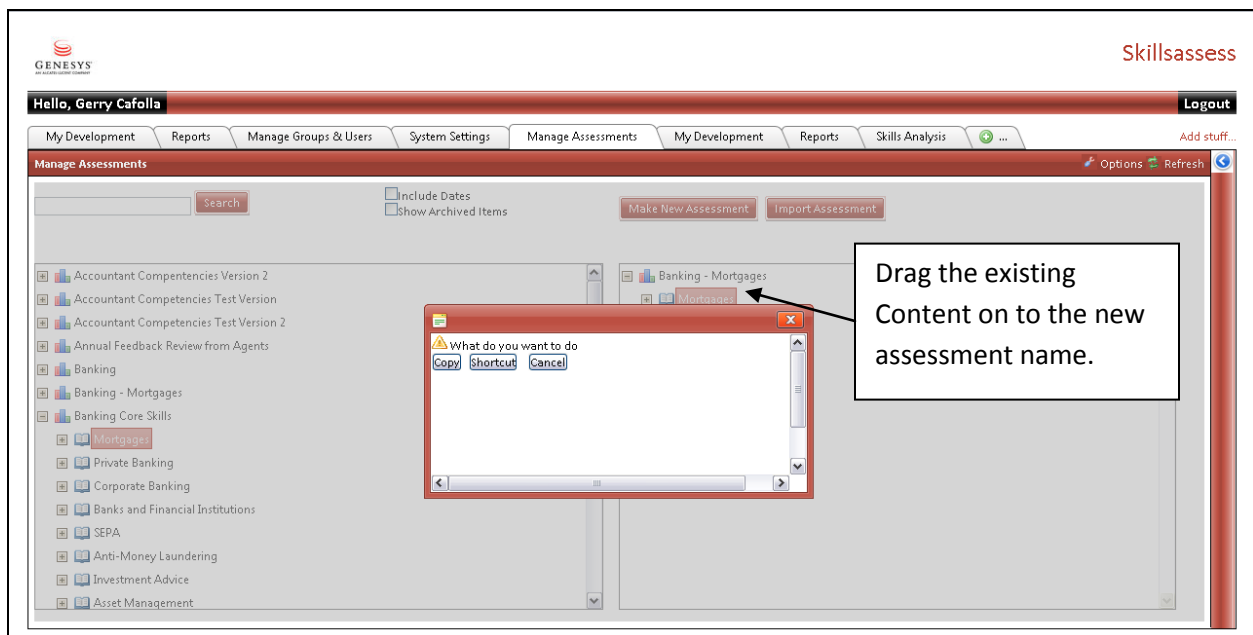


Content will then be copied from the ‘Banking Core Skills’ existing assessment.



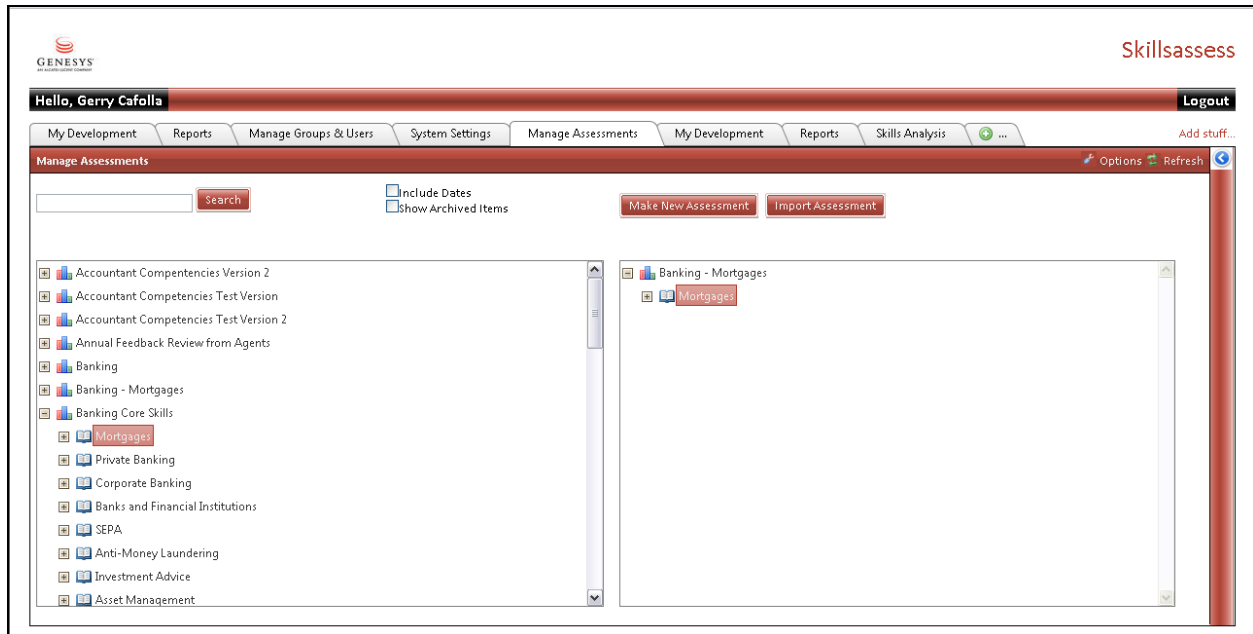
To copy existing Content, right click on the required Content and keeping this selected drag the Content across highlighting the new assessment name and then release. If this has been done correctly, a message box will be presented with three options:

- 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.
- Cancel – select this to cancel.

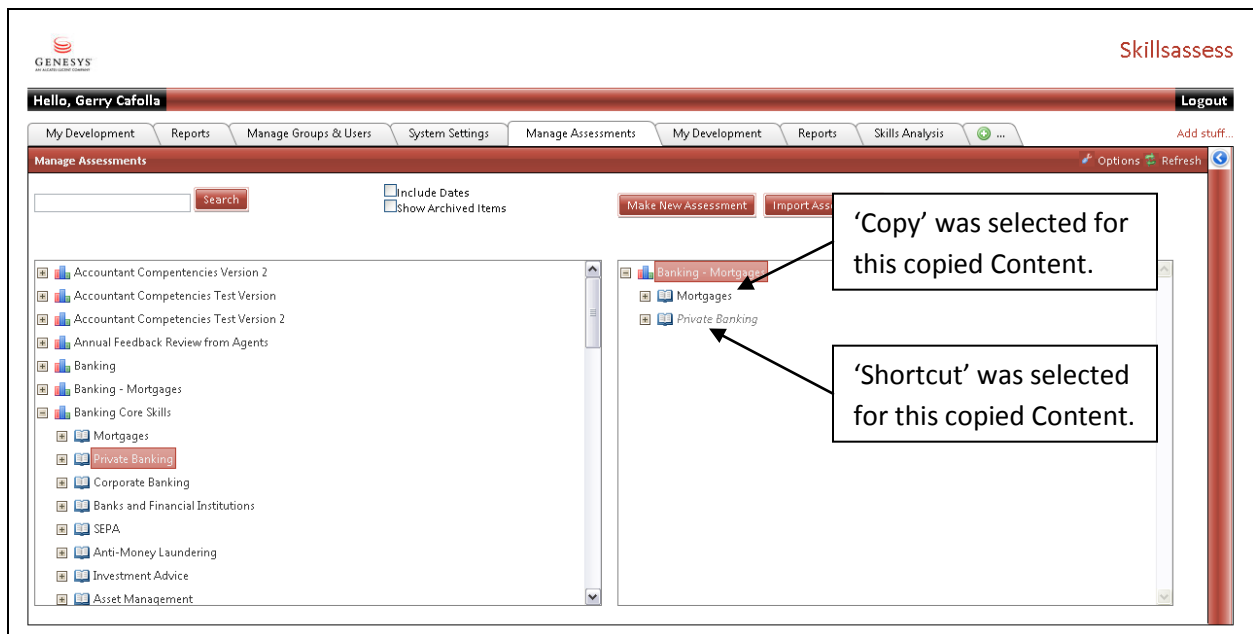


The copied Content will then appear beneath the new assessment, as per the example below. Each Content has to be individually selected for copying.

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



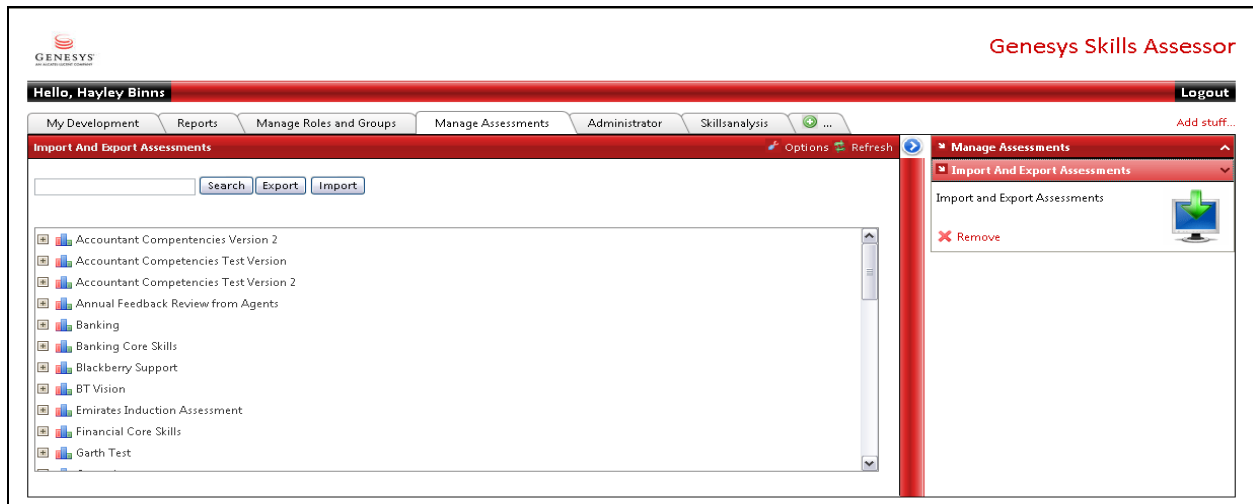
In the example below 'Private Banking' has been copied across from an existing assessment, however the 'shortcut' option has been selected which is why the name is presented in italics.



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.

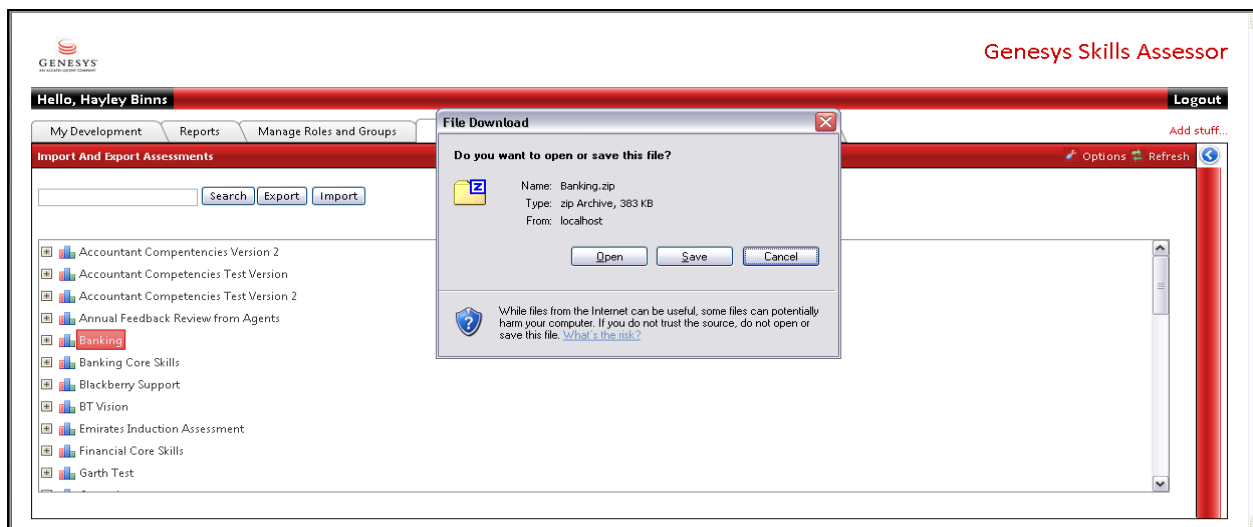


All of the existing assessments in Skills Assessor will be visible down the left hand side.

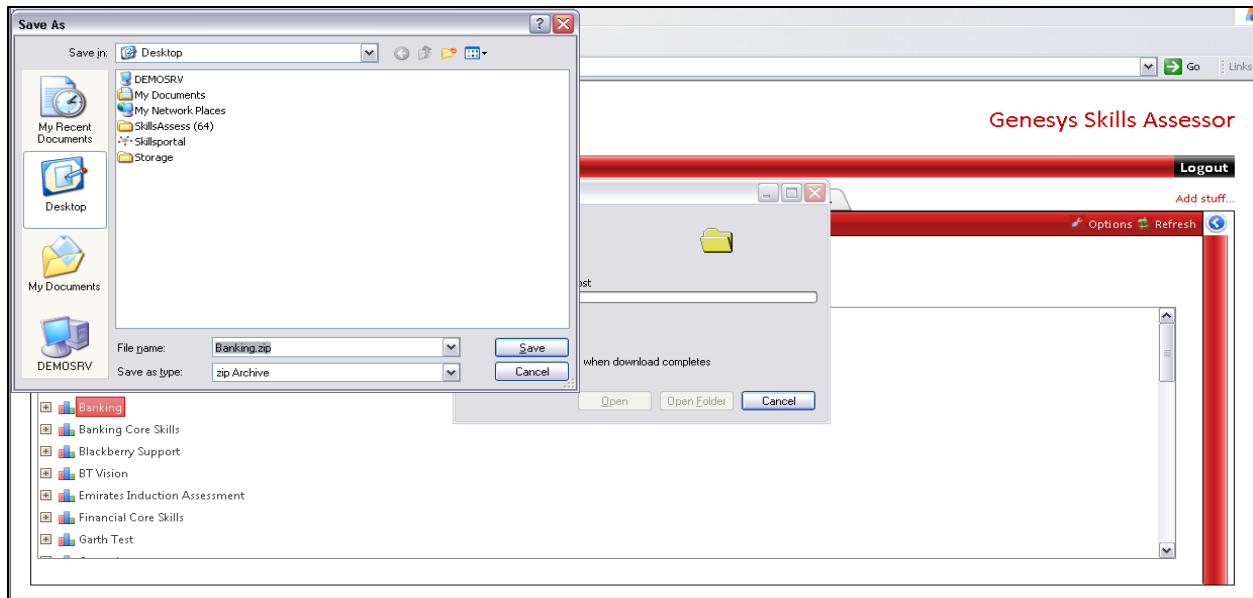
Select the assessment to export and click on the ‘Export’ button. This will present a ‘File Download’ box, as per the example below.

Select ‘Open’ to view some audit data for the assessment.

Select ‘Save’ to save the assessment externally.

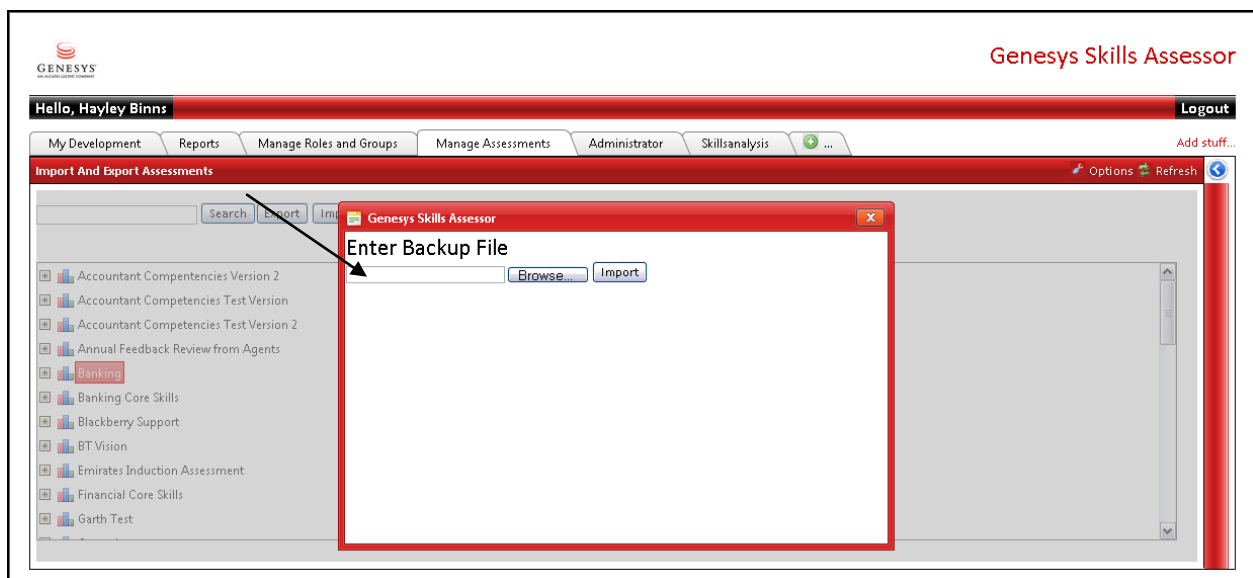


Selecting Save will then give you the option to save the document.



To import an assessment (this is the same for an assessment from Discover or from 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 existing assessments.



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.

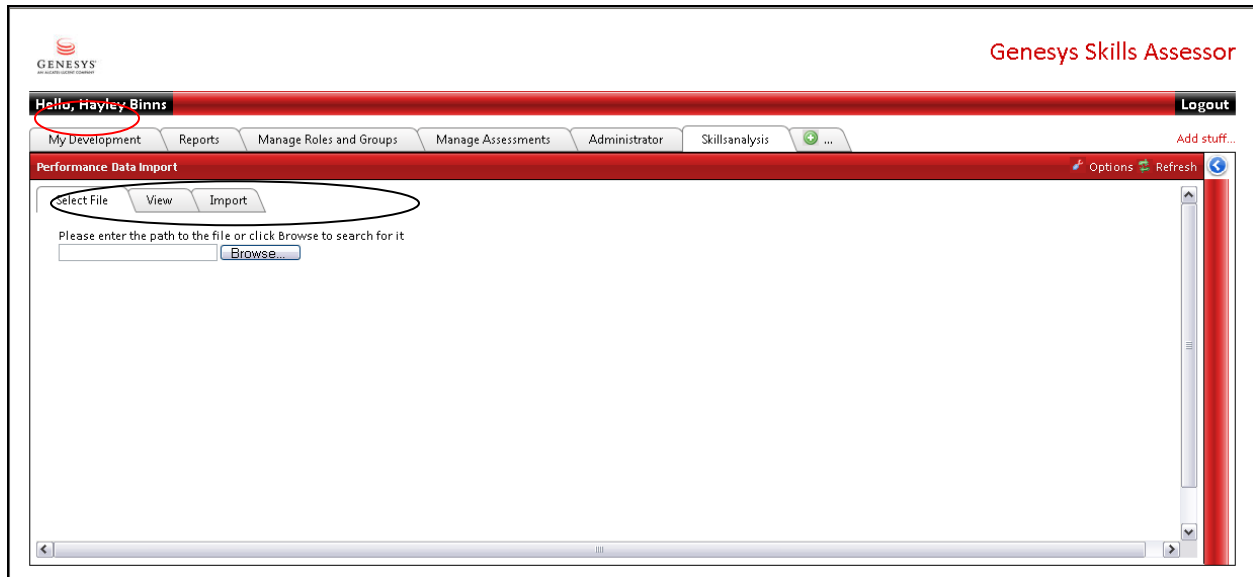
The KPI data first needs to be imported to enable analysis (assessment data will already exist). Below is an example of a spread sheet of KPI data with the Users identified down the left hand side and key results information in the relevant columns and in this example 'Customer Satisfaction' & 'Business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

| EmployeeID | FirstName | LastName | UserName | Customer Satisfaction | Business Satisfaction |
|------------------|-----------|------------|------------|-----------------------|-----------------------|
| 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 | |

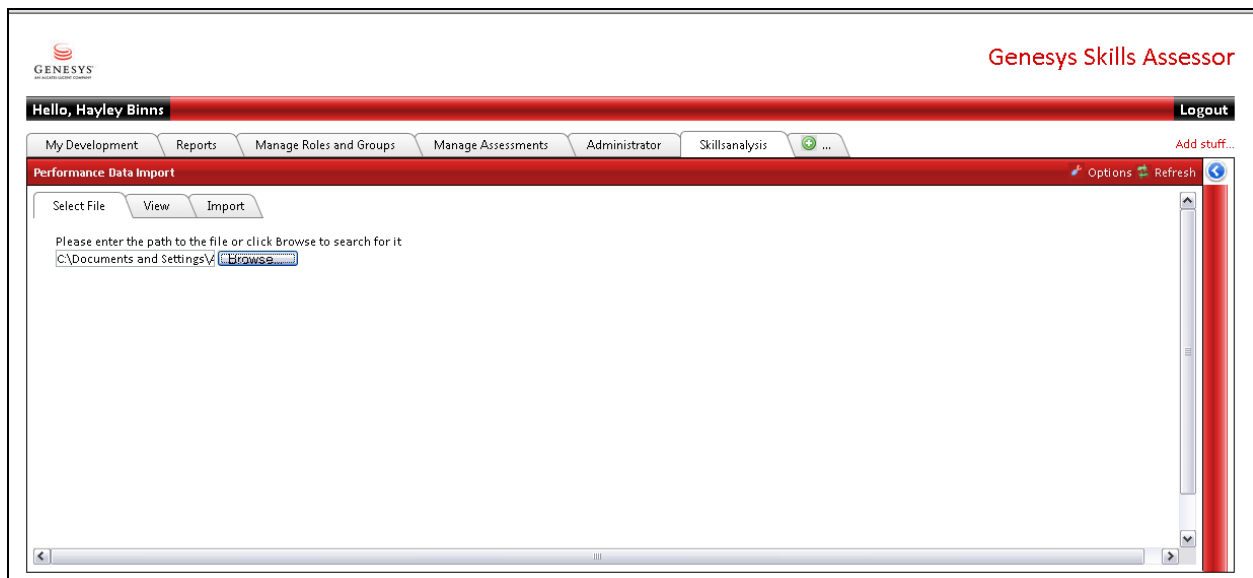
Select the 'Performance Data Import' widget.

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.



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



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 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

Source Fields

| Source Field | Destination Field |
|----------------------|-------------------|
| EmployeeID | Login ID |
| FirstName | Last Name |
| LastName | First Name |
| UserName | Function |
| CustomerSatisfaction | Department |
| BusinessSatisfaction | Location |
| | Cost Centre |
| | Email |
| | EIN |

Performance Sets to import

| Source Field | Set Description |
|------------------------|-----------------|
| No records to display. | |

Skillsassess

Performance Data Import

Data Import

Remove

Delete Performance Data

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

GENESYS
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

Source Fields

| Source Field | Destination Field |
|----------------------|-------------------|
| EmployeeID | Login ID |
| FirstName | Last Name |
| LastName | First Name |
| UserName | Function |
| CustomerSatisfaction | Department |
| BusinessSatisfaction | Location |
| | Cost Centre |
| | Email |
| | EIN |

Performance Sets to import

| Source Field | Set Description |
|------------------------|-----------------|
| No records to display. | |

Skillsassess

Performance Data Import

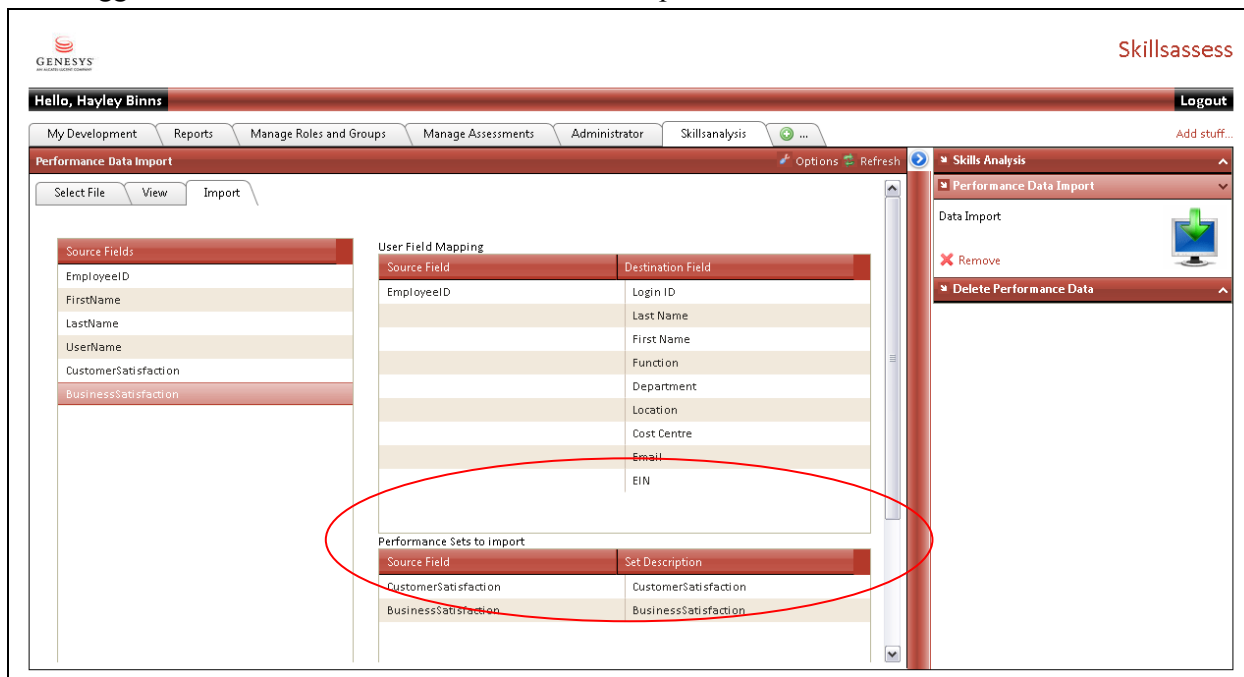
Data Import

Remove

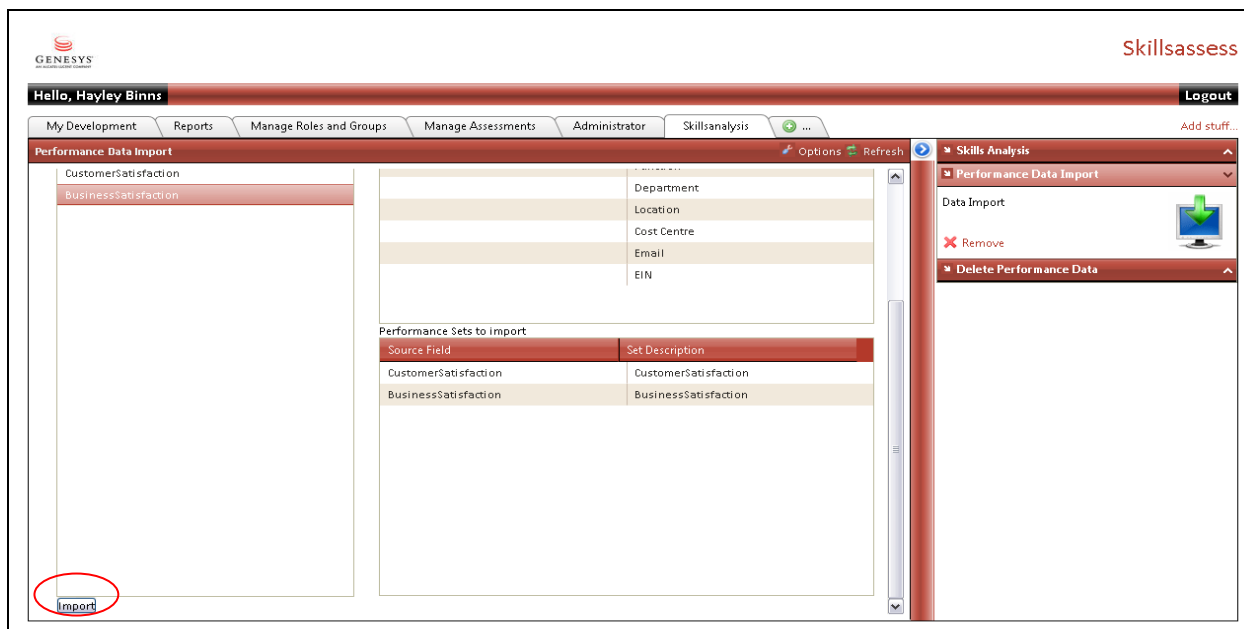
Delete Performance Data

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.



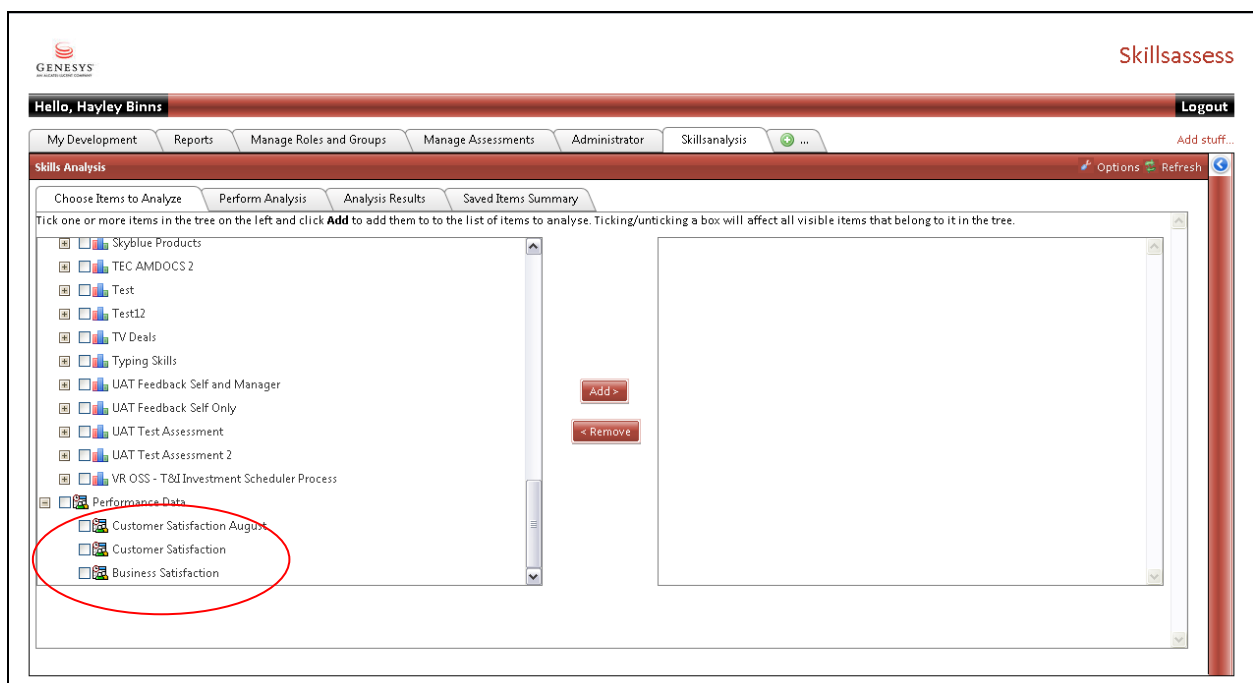
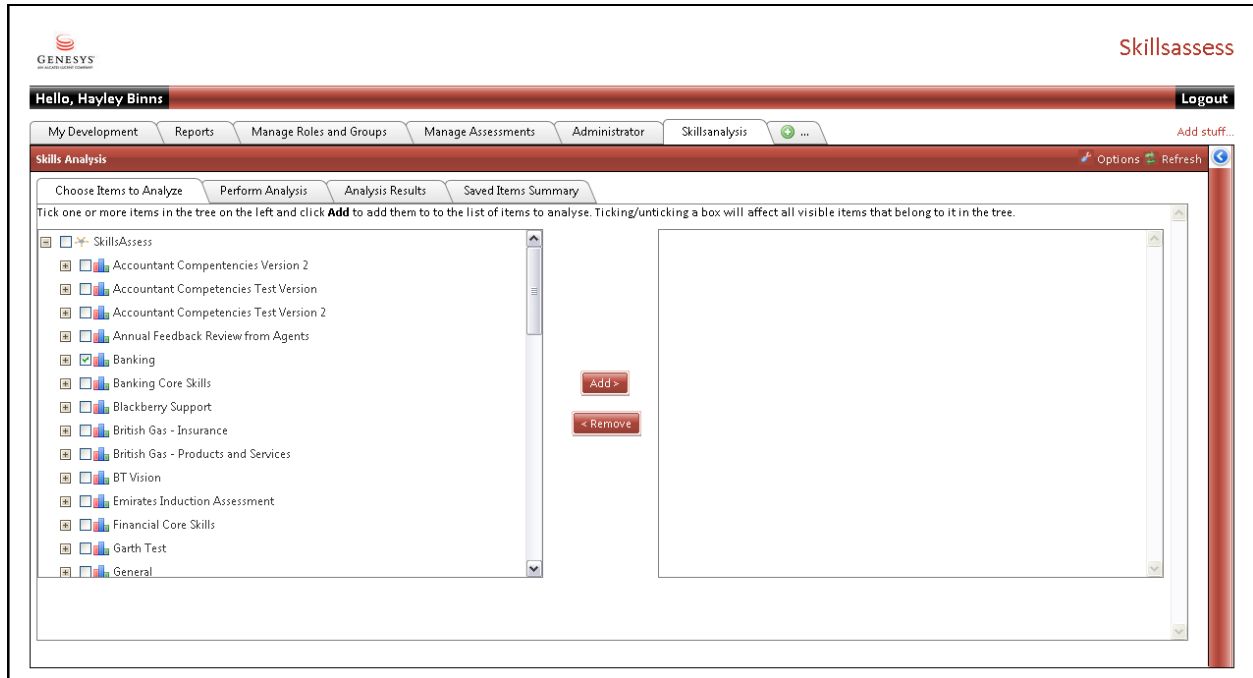
Once this has been done, click on 'Import' in the bottom left hand corner of the window.



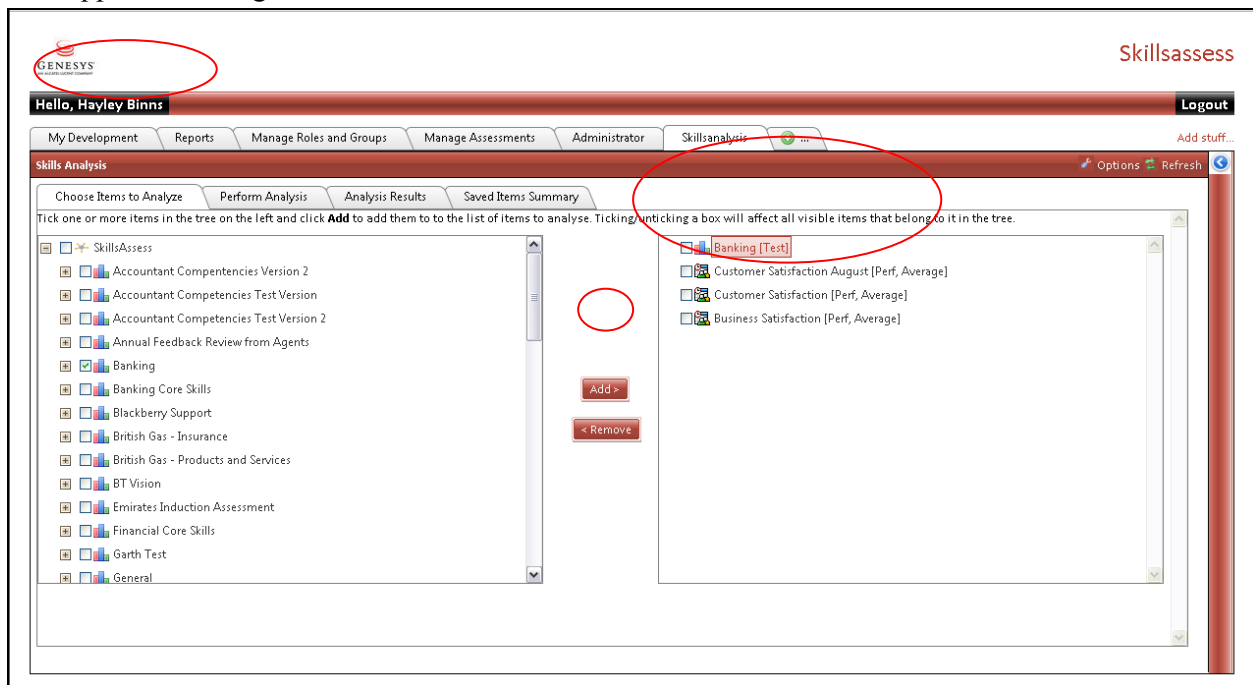
Information will be presented as per the example below once the import has been completed.

Using the Skillsanalysis Widget to Analyse the Imported Performance Data

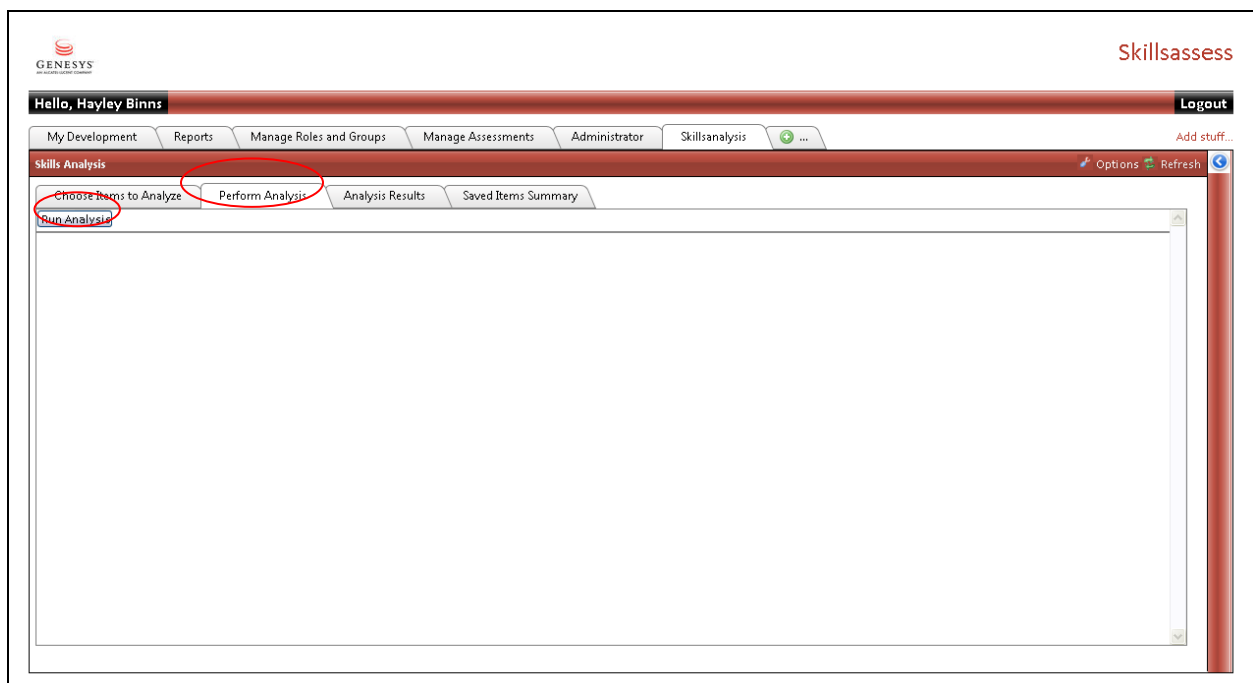
Select the Skillsanalysis widget and any existing assessments will be presented in the left hand window together with the imported performance data at the very bottom of the list.



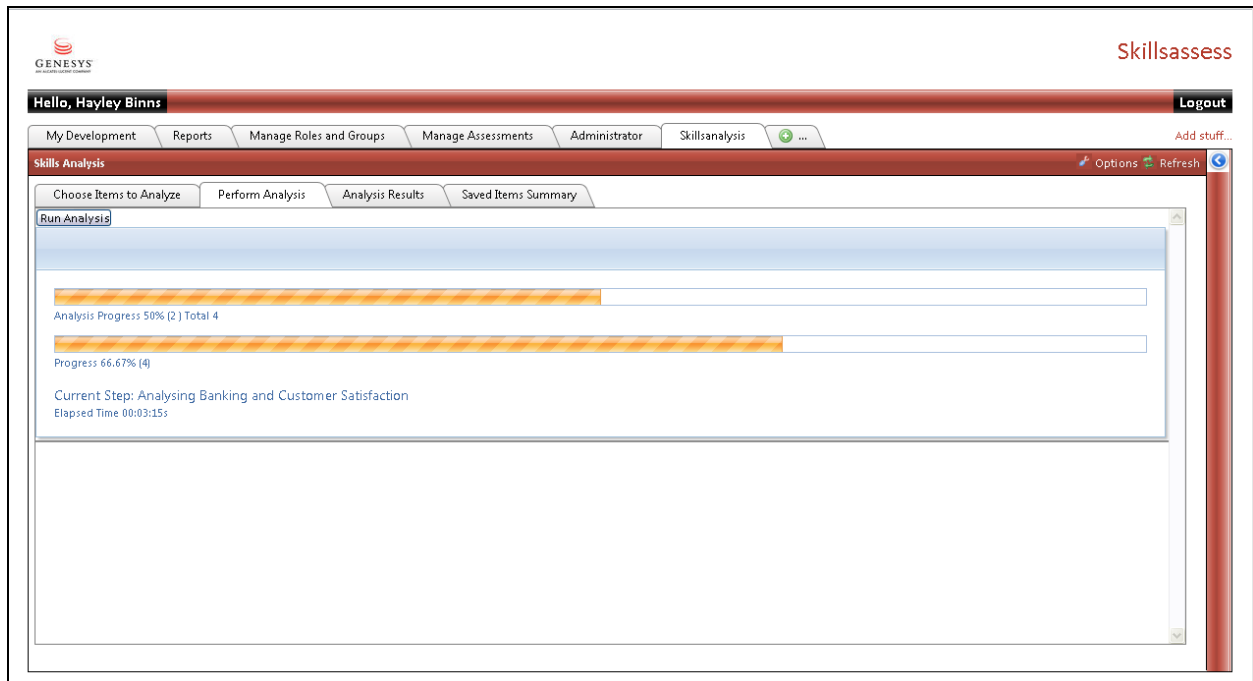
Select the required data for analysis. This can be done by either selecting and ticking each one individually or ticking all of the required data and selecting 'Add'. The data selected for analysis will then appear in the right hand side box of the window.



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



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



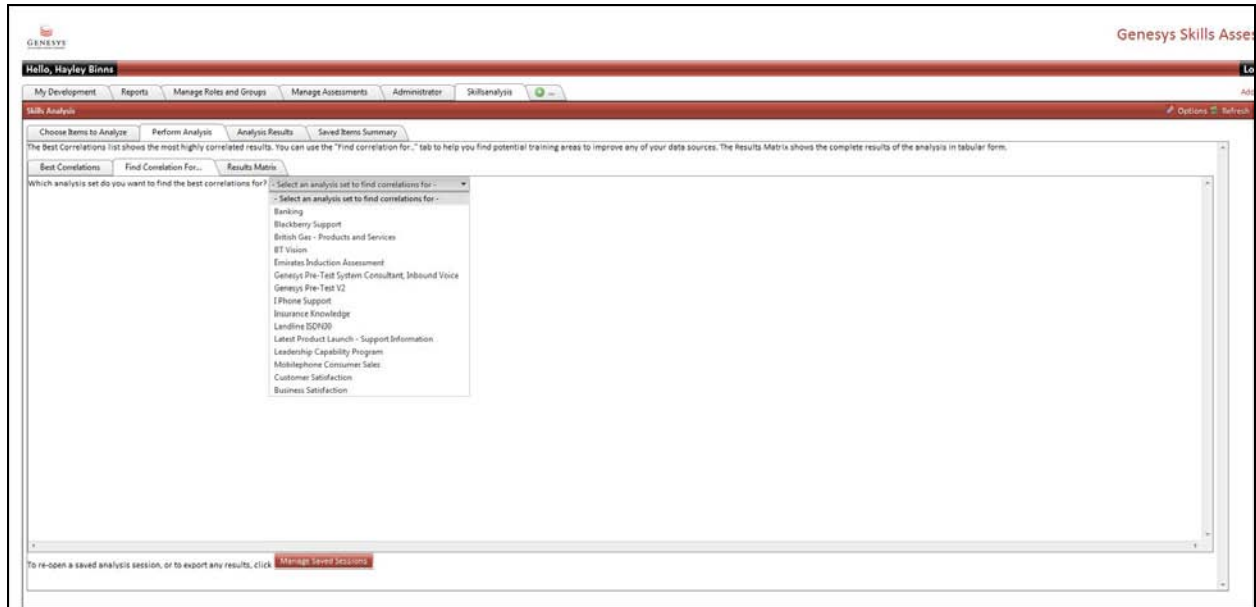
Once the analysis has been completed a list of best correlations is presented as per the example below.

The screenshot shows the Skillsassess application interface with the 'Analysis Results' tab selected. The table displays the best correlations for the selected data set. The table has four columns: 'Correlation %', 'Data Set 1', 'Data Set 2', and 'Matches'.

| Correlation % | Data Set 1 | Data Set 2 | Matches |
|---------------|-------------------------------------|---|---------|
| -89.81 | Blackberry Support | BT Vision | 4 |
| -80.87 | BT Vision | i Phone Support | 3 |
| -80.79 | i Phone Support | Latest Product Launch - Support Information | 3 |
| -81.91 | BT Vision | Mobilephone Consumer Series | 4 |
| -76.94 | Blackberry Support | Insurance Knowledge | 3 |
| -75.68 | Emulates Induction Assessment | Landline (DND) | 10 |
| -74.86 | Emulates Induction Assessment | Customer Satisfaction | 4 |
| -72.55 | Emulates Induction Assessment | i Phone Support | 10 |
| -71.07 | Blackberry Support | i Phone Support | 26 |
| -61.21 | Genesys Pre-Test V2 | Mobilephone Consumer Series | 4 |
| -60.62 | Banking | Business Satisfaction | 13 |
| -59.81 | i Phone Support | Mobilephone Consumer Series | 4 |
| -58.75 | Blackberry Support | Mobilephone Consumer Series | 7 |
| -58.36 | Customer Satisfaction | Business Satisfaction | 3 |
| -57.13 | British Gas - Products and Services | i Phone Support | 5 |
| -56.94 | Blackberry Support | British Gas - Products and Services | 5 |
| -55.88 | Blackberry Support | Genesys Pre-Test V2 | 4 |
| -53.63 | Insurance Knowledge | Mobilephone Consumer Series | 3 |
| -50.94 | Blackberry Support | Genesys Pre-Test System Consultant, Inbound Voice | 4 |

To re-open a saved analysis session, or to export any results, click [Manage Saved Sessions](#)

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

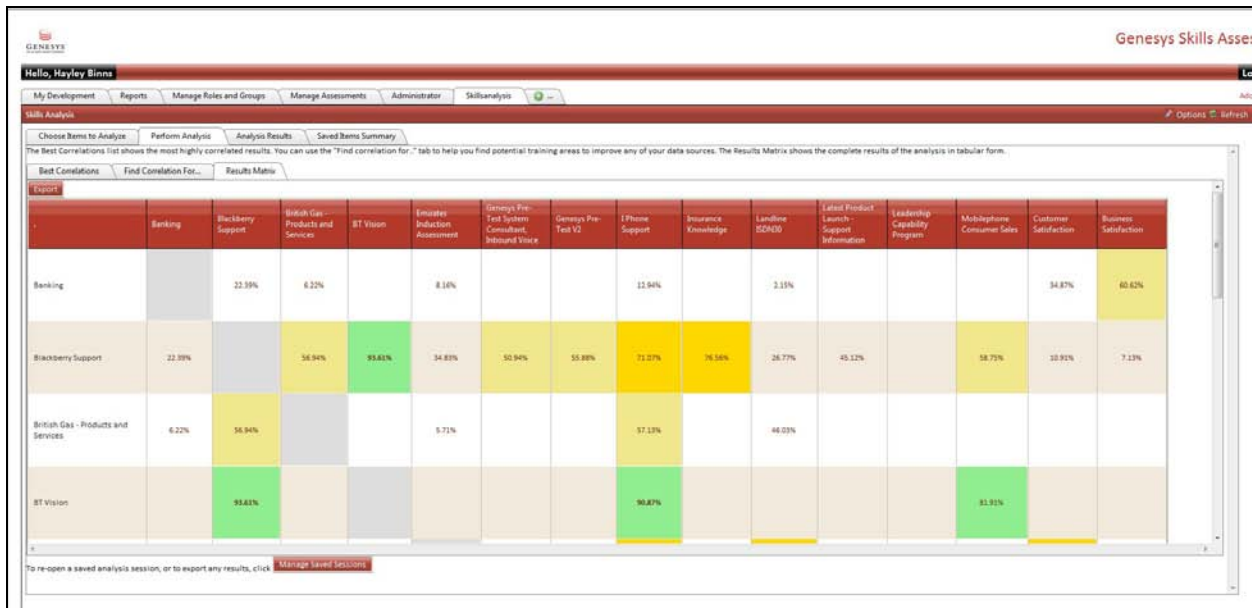


Information will then be presented showing the correlation and the number of matches.

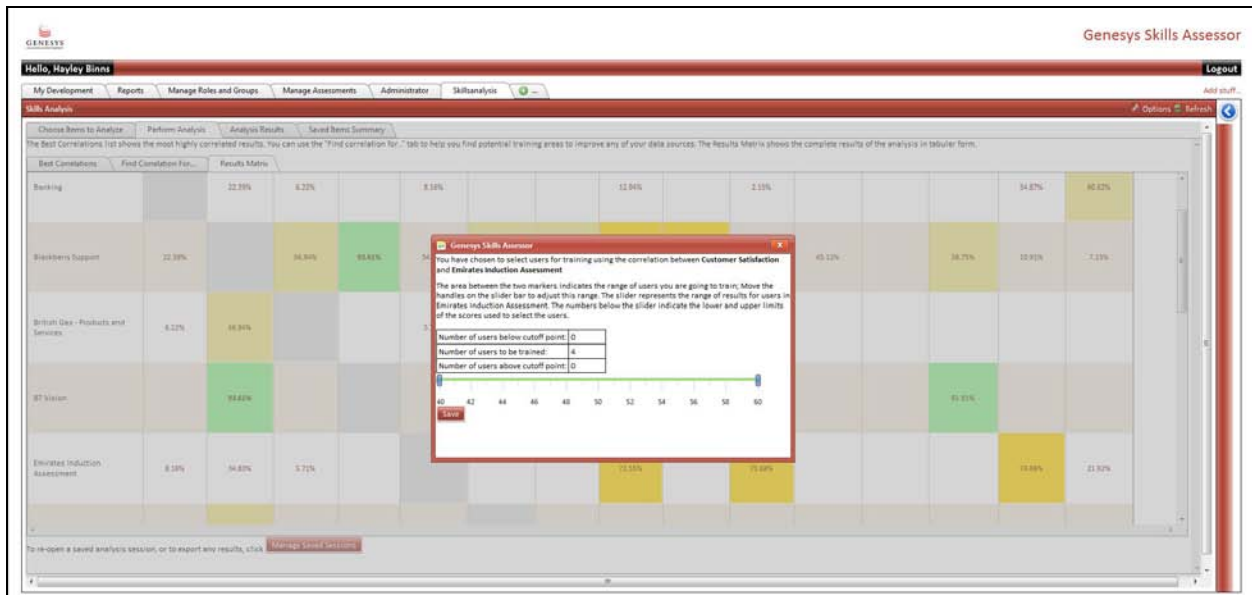
The screenshot shows the Genesys Skills Assessor interface. The 'Find Correlation For...' tab is active. The dropdown menu is set to 'Customer Satisfaction'. The table below shows the results of the analysis.

| Analyzed Data | Correlation % | Matches |
|-------------------------------|---------------|---------|
| Emirates Induction Assessment | 74.80% | 4 |
| Business Satisfaction | -58.36% | 3 |
| Banking | -54.87% | 18 |
| Landline (SQNDD) | -31.49% | 14 |
| Blackberry Support | 10.91% | 15 |
| iPhone Support | 1.23% | 13 |

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.



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

The screenshot shows the Genesys Skills Assessor interface. The 'Results Matrix' is displayed, showing correlations between various items. A dialog box titled 'Genesys Skills Assessor' is open, prompting the user to 'Save training plan'. The dialog box contains the following text: 'You have chosen to select users for training using the correlation between Customer Satisfaction and Emirate Induction Assessment. The area between the two markers indicates the range of users you are going to train. Move the handles on the number line to select the range of users you are going to train. The number of users selected is shown in the box below the number line. Click the Save button to save the training plan. Click the Cancel button to cancel the training plan.' The dialog box also includes a 'Save' button and a 'Cancel' button.

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

The screenshot shows the Genesys Skills Assessor interface. The 'Saved Items Summary' table is displayed, showing the list of saved training plans associated with this analysis session. The table has the following columns: 'Correlation', 'Data to improve', 'Data selected for training', 'Correlation %', 'Lower Cutoff', 'Upper Cutoff', and 'Users Selected'. The table contains one row of data:

| Correlation | Data to improve | Data selected for training | Correlation % | Lower Cutoff | Upper Cutoff | Users Selected |
|------------------------------|-----------------------|------------------------------|---------------|--------------|--------------|----------------|
| Emirate Induction Assessment | Customer Satisfaction | Emirate Induction Assessment | 74.8% | 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.

Genesys Skills Assessor

Hello, Hayley Binns

My Development | Reports | Manage Roles and Groups | Manage Assessments | Administrator | Skills Analysis

Skills Analysis

Choose Items to Analyze | Perform Analysis | Analysis Results | Saved Items Summary

The Best Correlations list shows the most highly correlated results. You can use the "Final correlation for..." tab to help you find potential training areas to improve any of your data sources. The Results Matrix shows the complete results of the analysis in tabular form.

Best Correlations | Find Correlation For... | Results Matrix

| | Banking | BlackBerry Support | British Gas - Products and Services | BT Vision | Emirates Induction Assessment | Genesys Pre-Test System Consultant - Behavioral Issue | Genesys Pre-Test V2 | iPhone Support | Insurance Knowledge | Lending 507630 | Latest Product Launch Support Information | Learning Disability Program | Mobilephone Consumer Sales | Customer Satisfaction | Business Satisfaction |
|---|---------|--------------------|-------------------------------------|-----------|-------------------------------|---|---------------------|----------------|---------------------|----------------|---|-----------------------------|----------------------------|-----------------------|-----------------------|
| Banking | | 22.83% | 6.22% | | | | | | | | | | | 34.81% | 90.52% |
| BlackBerry Support | | | | | | | | | | | | | 58.75% | 15.91% | 7.15% |
| British Gas - Products and Services | | | | | | | | | | | | | | | |
| BT Vision | | | | | | | | | | | | | | | |
| Emirates Induction Assessment | | | | | | | | | | | | | | | |
| Genesys Pre-Test System Consultant - Behavioral Issue | | | | | | | | | | | | | | | |
| Genesys Pre-Test V2 | | | | | | | | | | | | | | | |
| iPhone Support | | | | | | | | | | | | | | | |
| Insurance Knowledge | | | | | | | | | | | | | | | |
| Lending 507630 | | | | | | | | | | | | | | | |
| Latest Product Launch Support Information | | | | | | | | | | | | | | | |
| Learning Disability Program | | | | | | | | | | | | | | | |
| Mobilephone Consumer Sales | | | | | | | | | | | | | | | |
| Customer Satisfaction | | | | | | | | | | | | | | | |
| Business Satisfaction | | | | | | | | | | | | | | | |

Session/Plan Name | Data to improve | Data to train | Correl % | Lower Cutoff | Upper Cutoff | User count

- 10-Sep-2010 11:11:54 by Gerry Caffolla
- 10-Sep-2010 12:23:07 by Gerry Caffolla
- 10-Jan-2011 12:11:00 by Hayley Binns
- 10-Jan-2011 12:42:46 by Hayley Binns
- 10-Jan-2011 12:43:29 by Hayley Binns
- 10-Jan-2011 13:36:26 by Hayley Binns
- 10-Jan-2011 13:37:41 by Hayley Binns
- 13-Jan-2011 09:38:08 by Hayley Binns
- 13-Jan-2011 09:40:27 by Hayley Binns
- 13-Jan-2011 11:06:58 by Hayley Binns

Emirates Induction Assessment | Customer Satisfaction | Emirates Induction A... | 74.86 | 40 | 60 | 4

Rename Training Plan
Delete Training Plan
Export users (CSV)
Export users (XML)

To re-open a saved analysis session, or to export any results, click [Skills Analysis Saved Assessments](#)

Reports

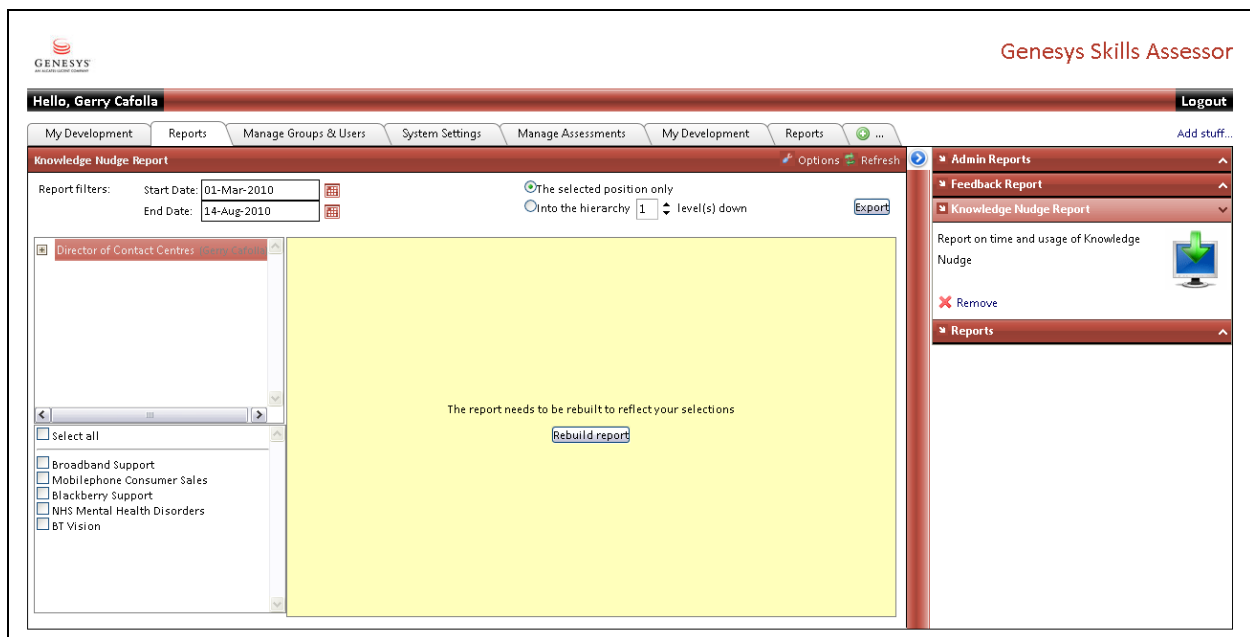
Knowledge Nudge Reports

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

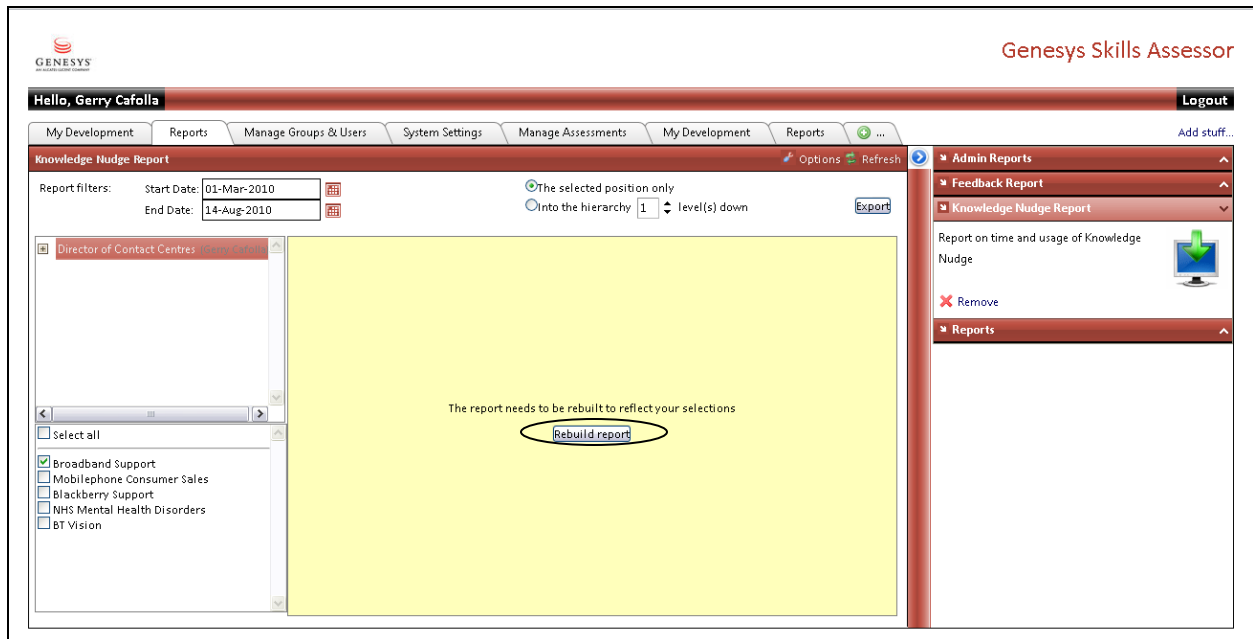
Click on the user and the available user information will depend on where the individual who is searching for information is situated in the hierarchy.

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

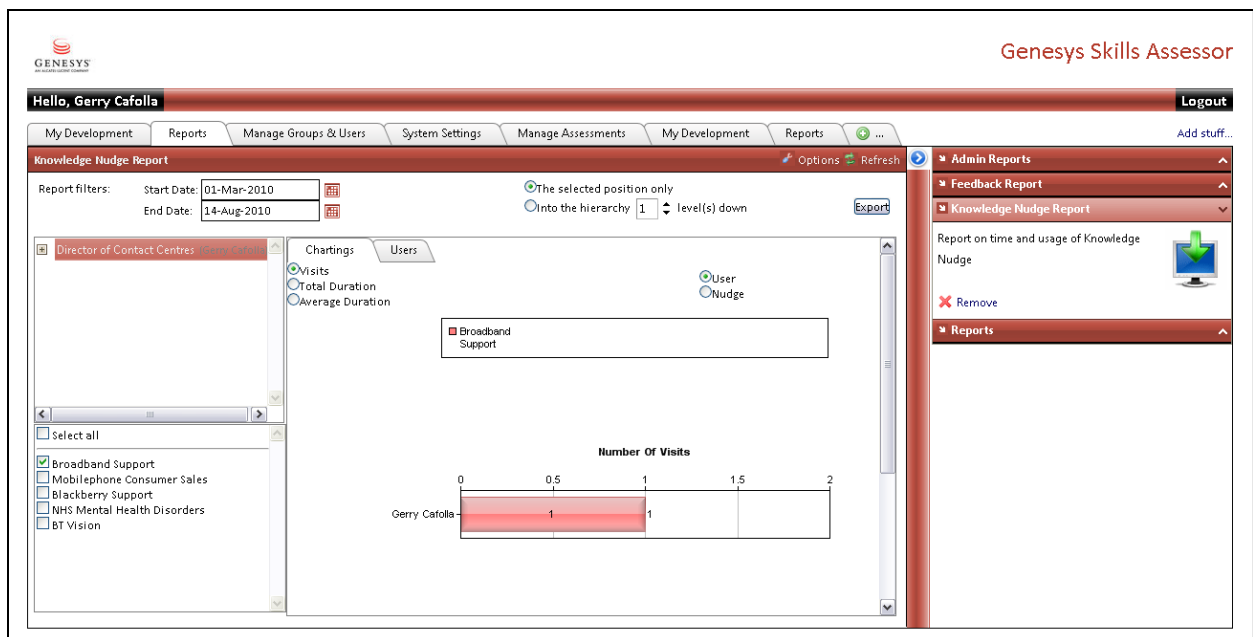
After selecting the individual, a list of the assessments where knowledge nudges have been accessed are presented in the bottom left hand window.



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



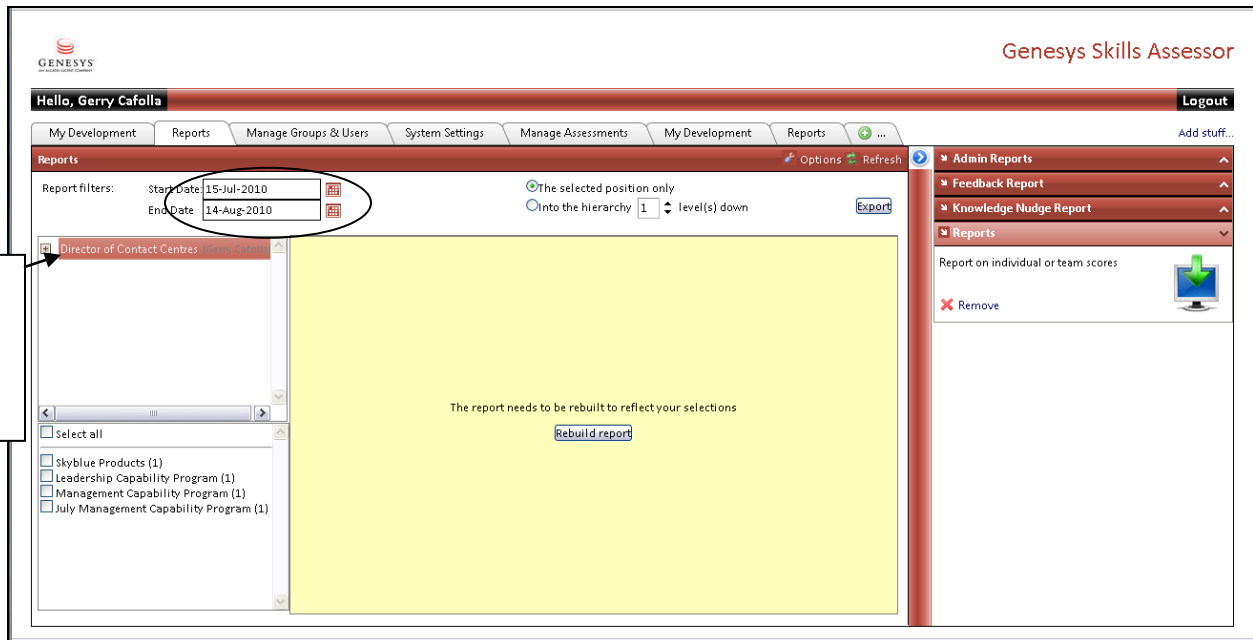
The information is then available to view and there are several options to select from.



Assessment Report

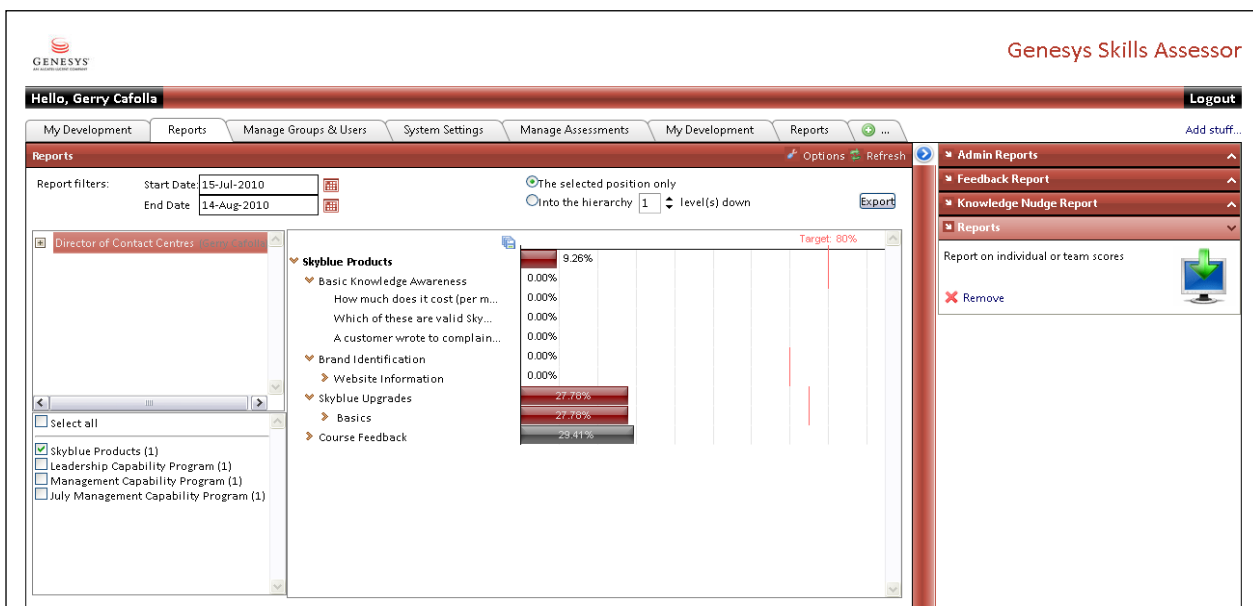
Select Reports to view the individual results or a team results based on the hierarchy.

Select the individual and the required date range.

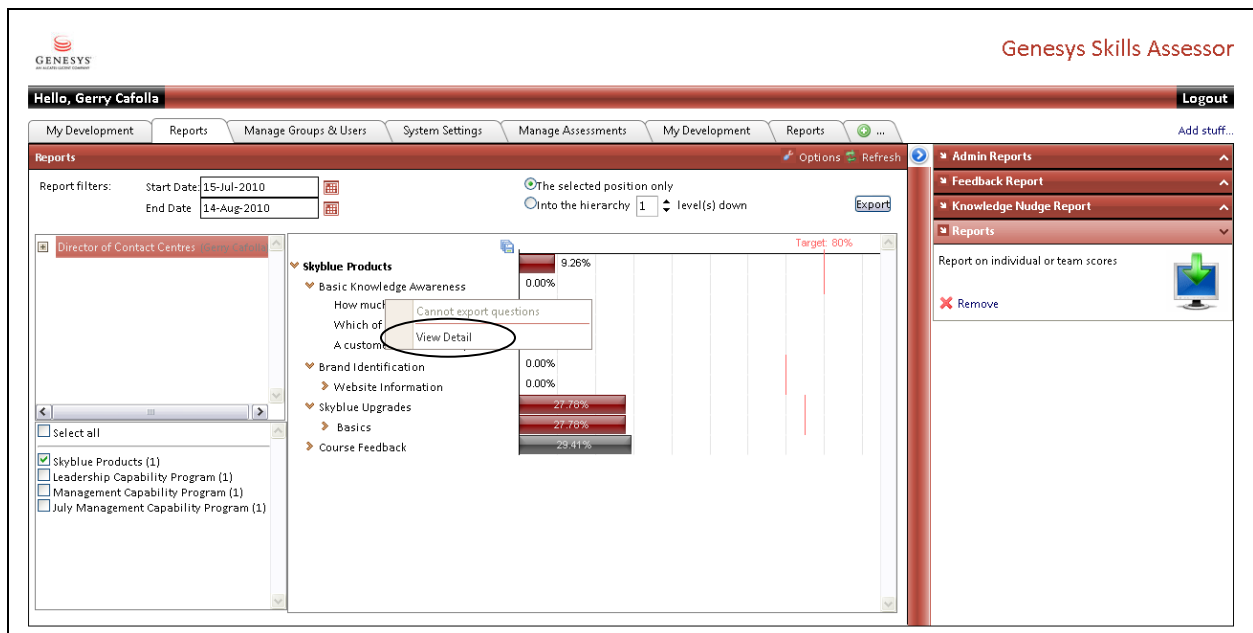


Select the assessments from the bottom left hand window. These are all of the assessments that the individual has completed. Once selected, click on 'Rebuild report' to view the results.

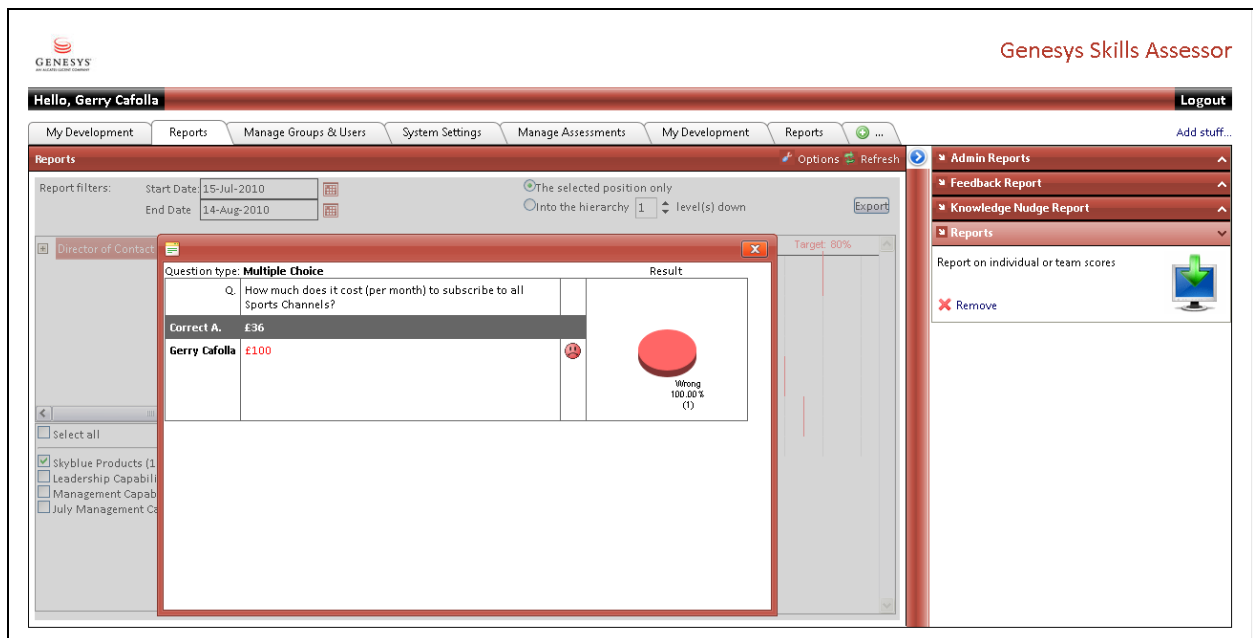
The results can be expanded by clicking on the Assessment name to reveal the Content level results. Click on the Content name to view the individual questions as per the example below.



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.



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

Once the required assessment and content levels have been selected click on 'Export'

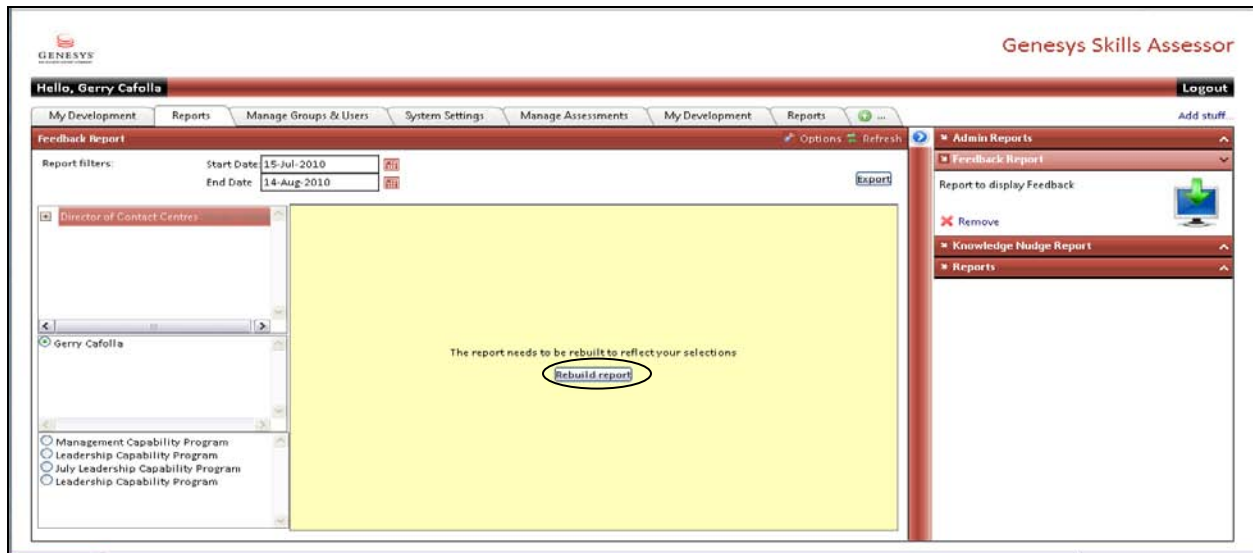
The Excel spreadsheet is then available to view

Clear any exports by clicking on the X

Feedback Report

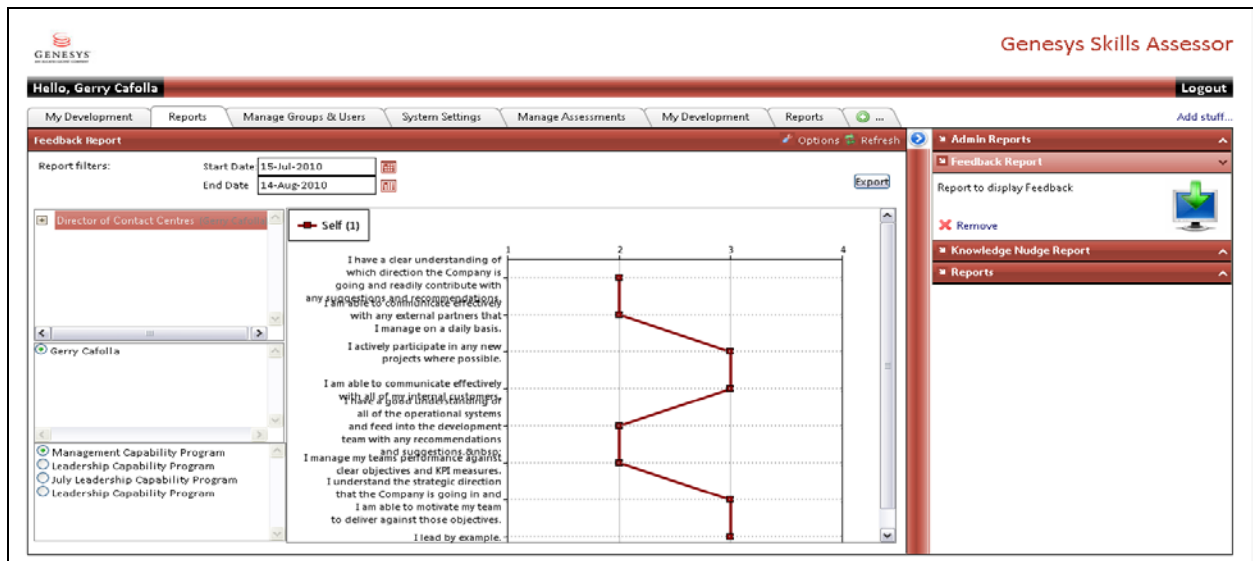
Similar to the assessment report the users can be selected individually within the hierarchy structure.

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’.



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.

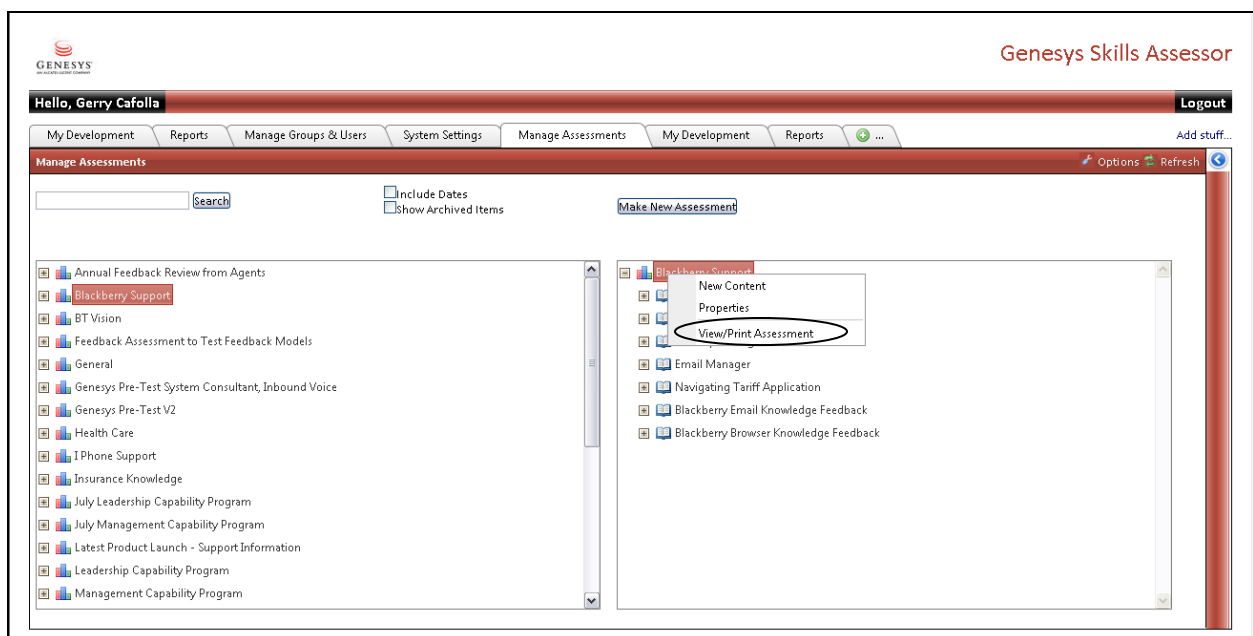
The information is also available for exporting to an Excel spreadsheet by selecting ‘Export’. The Excel spreadsheet will contain the criteria used in the assessment.



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.



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 Knowledge Feedback > Knowledge | | | | | | | |
| Question 1 This is a feedback question. Tick only one of the provided answers. | | | | | | | |
| I have sufficient knowledge of the Insurance Industry to confidently discuss the challenges in their environment. | Comments/Evidence | Not Sure | Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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 rate. | Comments/Evidence | Not Sure | Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Insurance Industry Knowledge Feedback > Sales Opportunities | | | | | | | |
| Question 3 This is a feedback question. Tick only one of the provided answers. | | | | | | | |
| There is adequate and easily accessible information available to support any sales opportunities. | Comments/Evidence | Not Sure | Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Insurance Industry Knowledge > Insurance Industry Knowledge | | | | | | | |
| Question 4 | | | | | | | |

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:

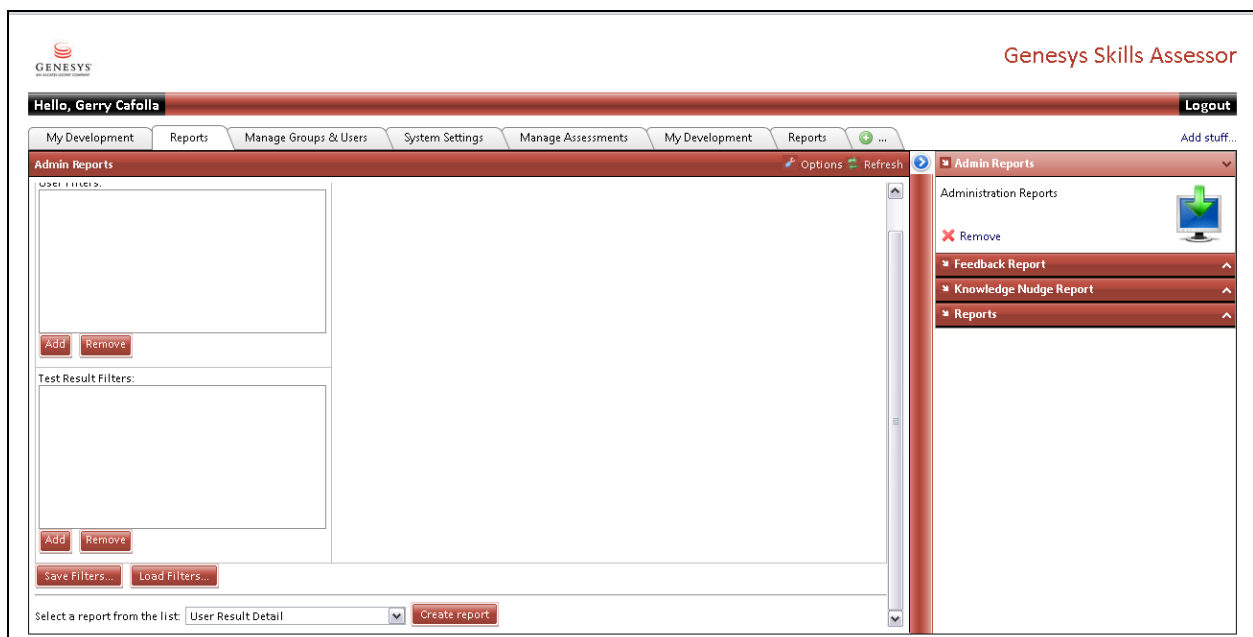
- User Result Detail
- User Feedback Response Percentages
- Question Response Summary

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

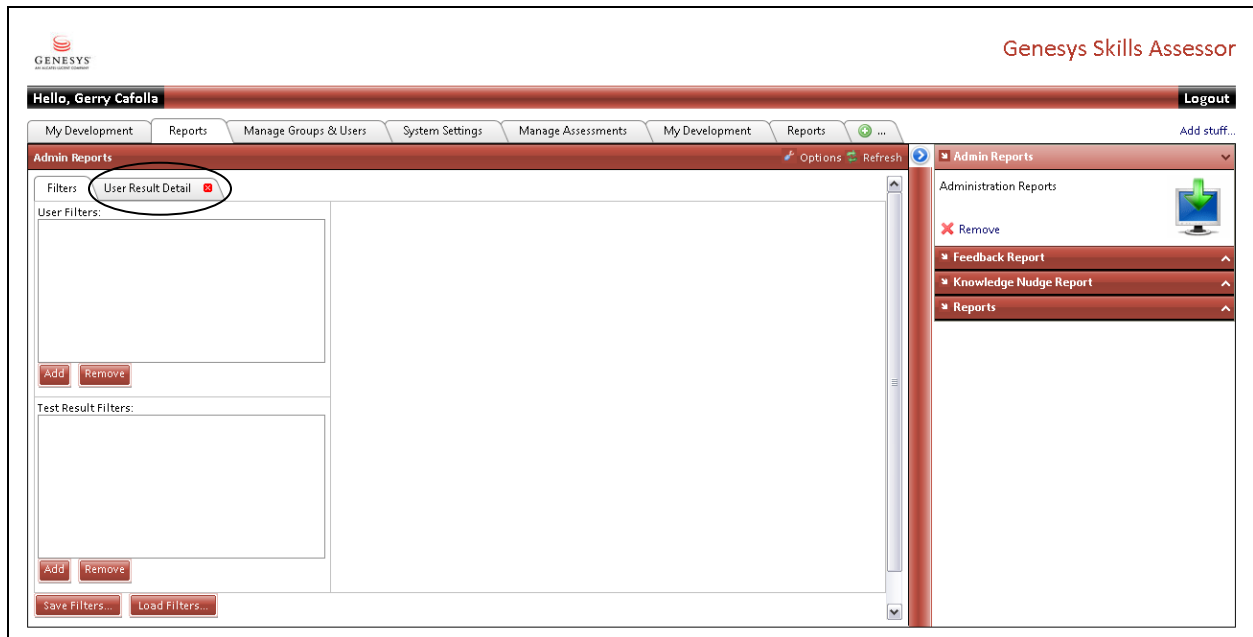
User Result Detail

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'.

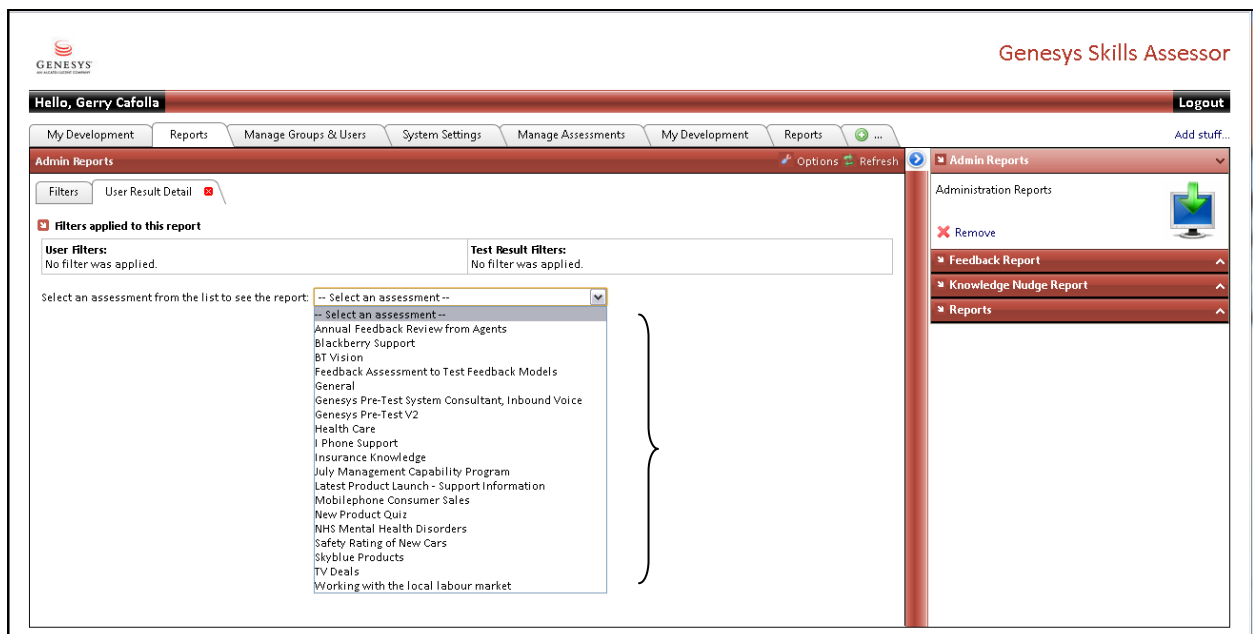
Once the required report has been selected, click on 'Create Report'.



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



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



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 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 Result Detail

Filters applied to this report

User Filters:
No filter was applied.

Select an assessment from the list to view the report: Mobilephone Consumer Sales

Assessment Content Question Export

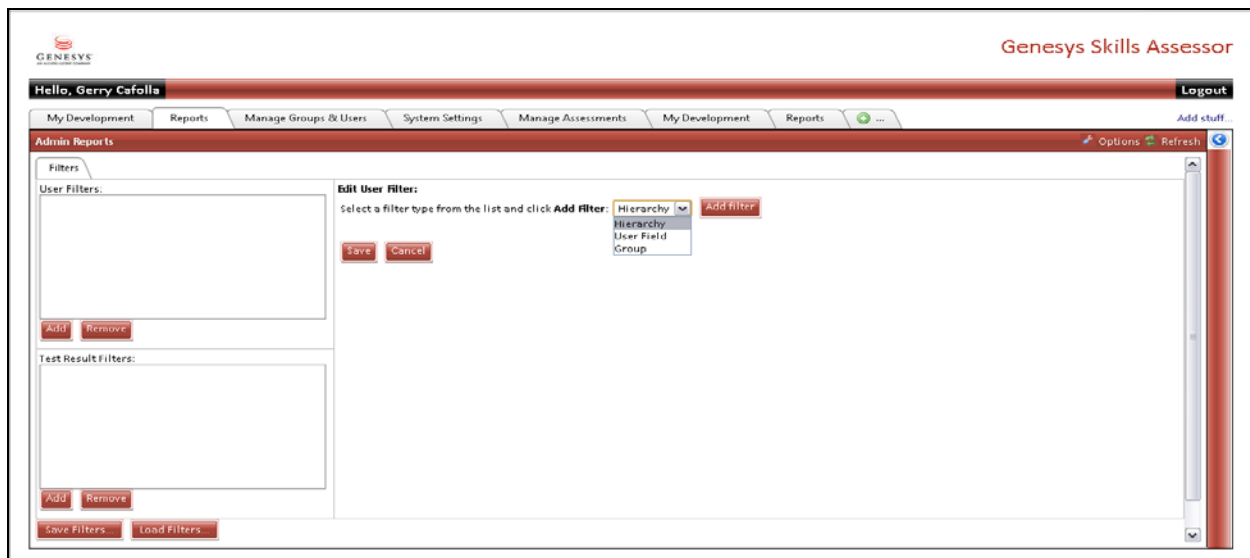
| Login ID | First Name | Last Name | Date Completed | Overall result | Mobile Phones | What are the pay-monthly tariffs for Sim-only plan... | Which of these Mobile Phones are exclusive to 1P? | Broadband | Where would you click to order Broadband? | Which of these a Cereal Commercial? |
|---------------------------|------------|-----------|-------------------|----------------|---------------|---|---|---------------|---|-------------------------------------|
| Question out of: | | | | | | 40 | 80 | | 60 | 70 |
| Average (8 users): | | | | 63.89% | 47.92% | 43.75% | 50.00% | 59.21% | 100.00% | 0.00% |
| bandrews | Bob | Andrews | 13-Jan-2010 12:35 | 62.22% | 16.67% | 50.00% | 0.00% | 63.16% | 100.00% | 0.00% |
| pardon | Peter | Ardon | 19-Apr-2010 11:29 | 60.00% | 83.33% | 50.00% | 100.00% | 63.16% | 100.00% | |
| Hayley | Hayley | Binns | 11-May-2010 20:18 | 80.00% | 83.33% | 50.00% | 100.00% | 63.16% | 100.00% | |
| demo | Gerry | Cafolla | 19-Apr-2010 11:11 | 62.22% | 16.67% | 50.00% | 0.00% | 63.16% | 100.00% | |
| fdavies | Frankie | Davies | 19-Apr-2010 11:24 | 80.00% | 83.33% | 50.00% | 100.00% | 63.16% | 100.00% | |
| jdoe | Jane | Doe | 25-Feb-2010 16:28 | 62.22% | 16.67% | 50.00% | 0.00% | 63.16% | 100.00% | 0.00% |
| slade | Geoff | Slade | 07-Jul-2010 01:47 | 80.00% | 83.33% | 50.00% | 100.00% | 63.16% | 100.00% | |

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.

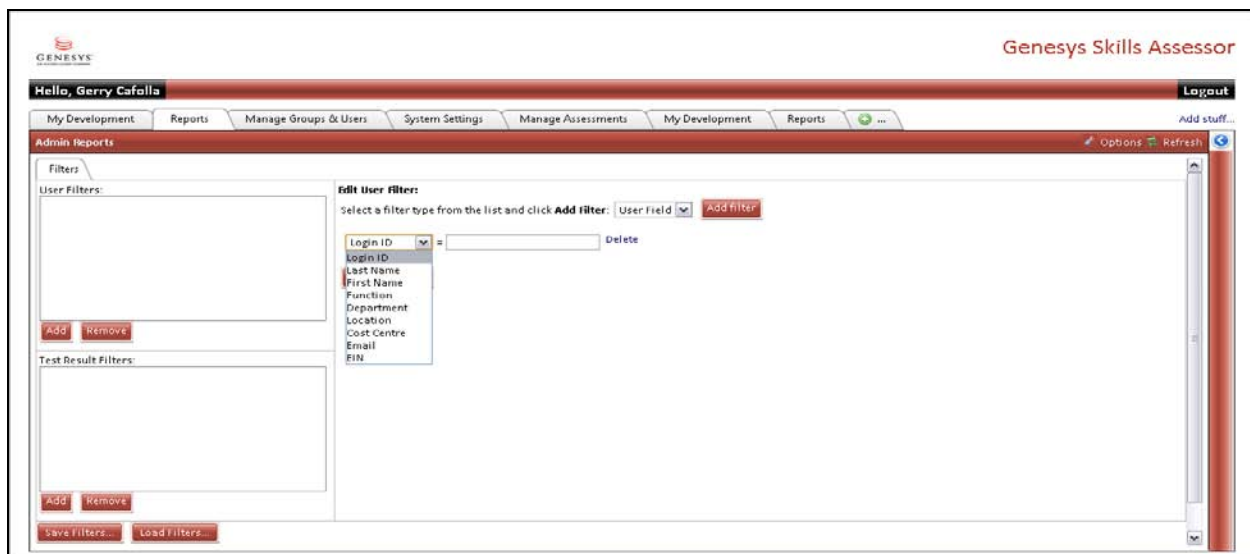
Use the drop down box to select the filter required. In the example below the options are – Hierarchy, User Field & Group.

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



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

Select the additional filter.



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.

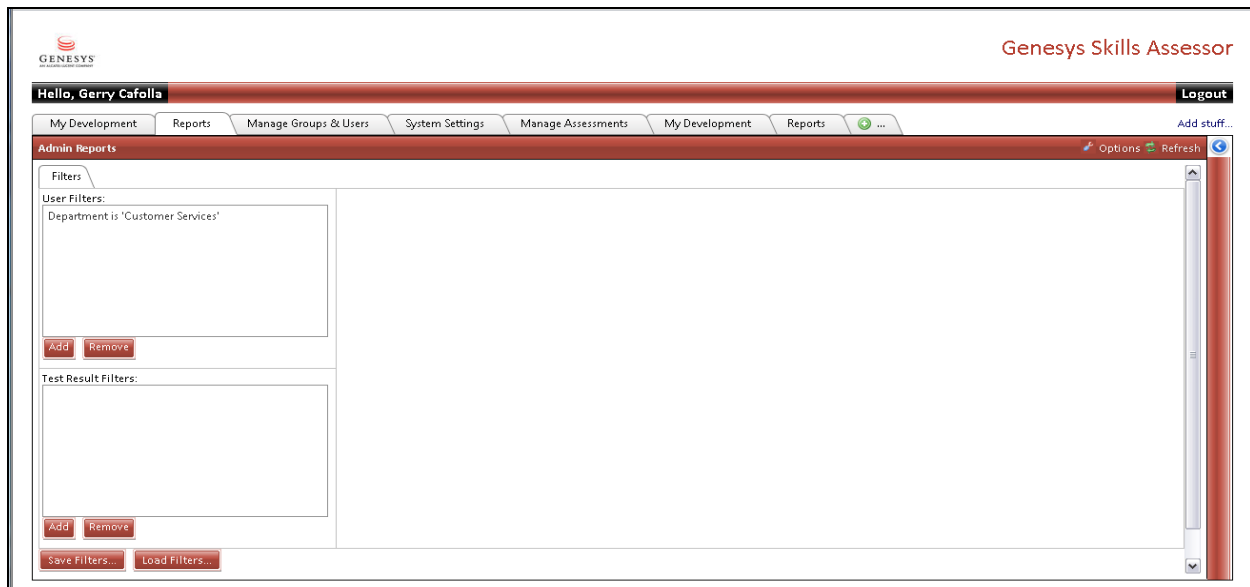
The screenshot shows the 'Admin Reports' section of the Genesys Skills Assessor. The 'Edit User Filter' dialog is open, allowing the user to create a new filter. The 'User Field' dropdown is set to 'Department'. The 'Department' dropdown is set to 'Customer Services'. The 'Add filter' button is visible. The 'User Filters' box on the left is empty, and the 'Test Result Filters' box is also empty. The 'Save Filters...' and 'Load Filters...' buttons are at the bottom.

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.

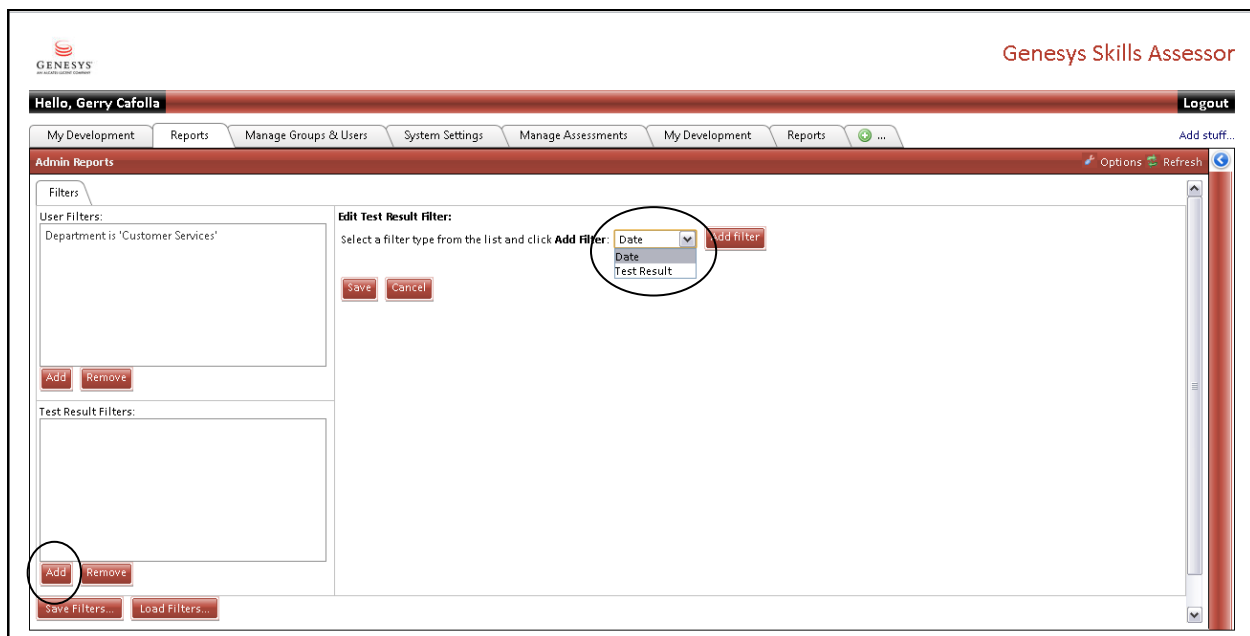
The screenshot shows the 'Admin Reports' section of the Genesys Skills Assessor. The 'Edit User Filter' dialog is no longer open. The 'User Filters' box on the left now contains the filter 'Department is 'Customer Services'', which is circled. The 'Test Result Filters' box is still empty. The 'Save Filters...' and 'Load Filters...' buttons are at the bottom.

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.

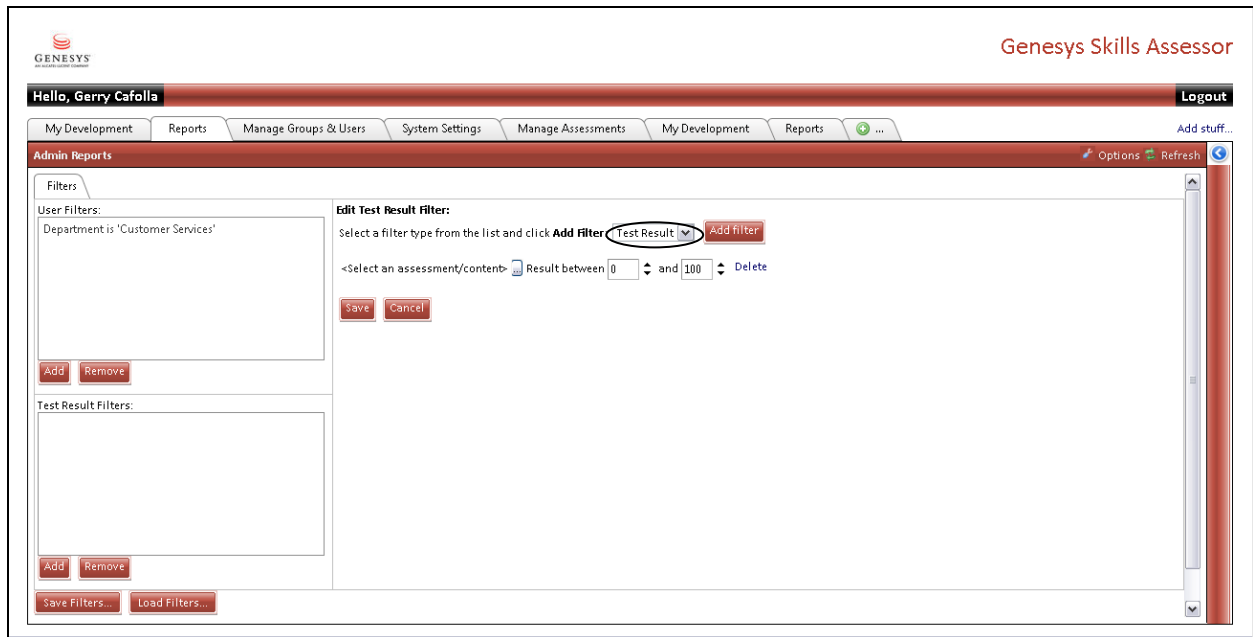


The available filters are then visible in the drop down box top select from. Once the filter has been selected, click on ‘Add filter’.

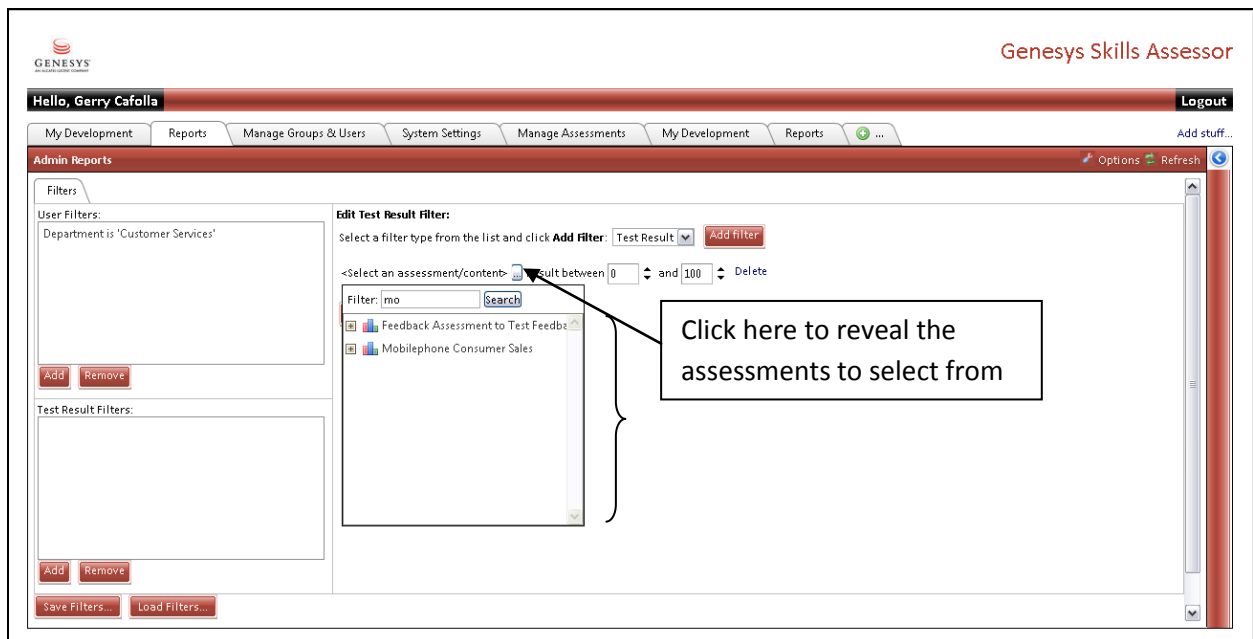


There are two available options in the ‘Edit Test Result Filter’:

‘Test Result’ filter as per the example below.



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.



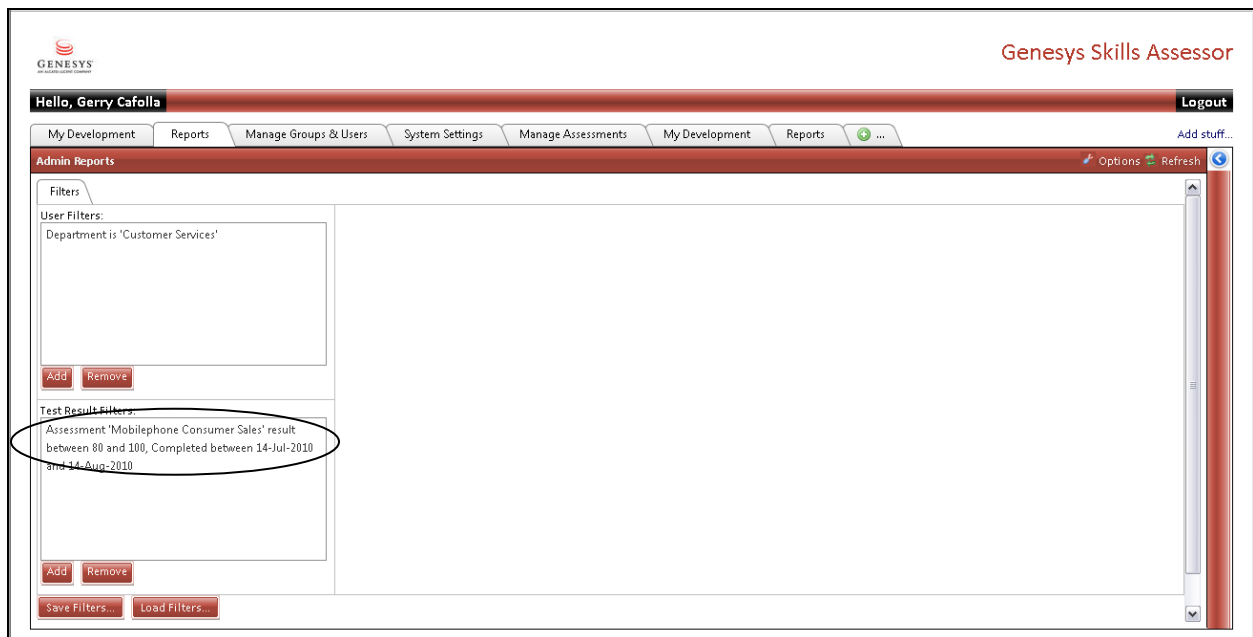
Once an assessment has been selected, this will save the details together with the results as a filter once 'Save' has been selected.

The screenshot shows the 'Genesys Skills Assessor' interface. The user is logged in as 'Gerry Cafolla'. The 'Admin Reports' section is active. In the 'Filters' panel, the 'User Filters' section shows 'Department is 'Customer Services''. The 'Edit Test Result Filter' dialog is open, showing a filter type of 'Test Result' and a filter criteria of 'Mobilephone Consumer Sales' with a result between 80 and 100. The 'Save' button is highlighted.

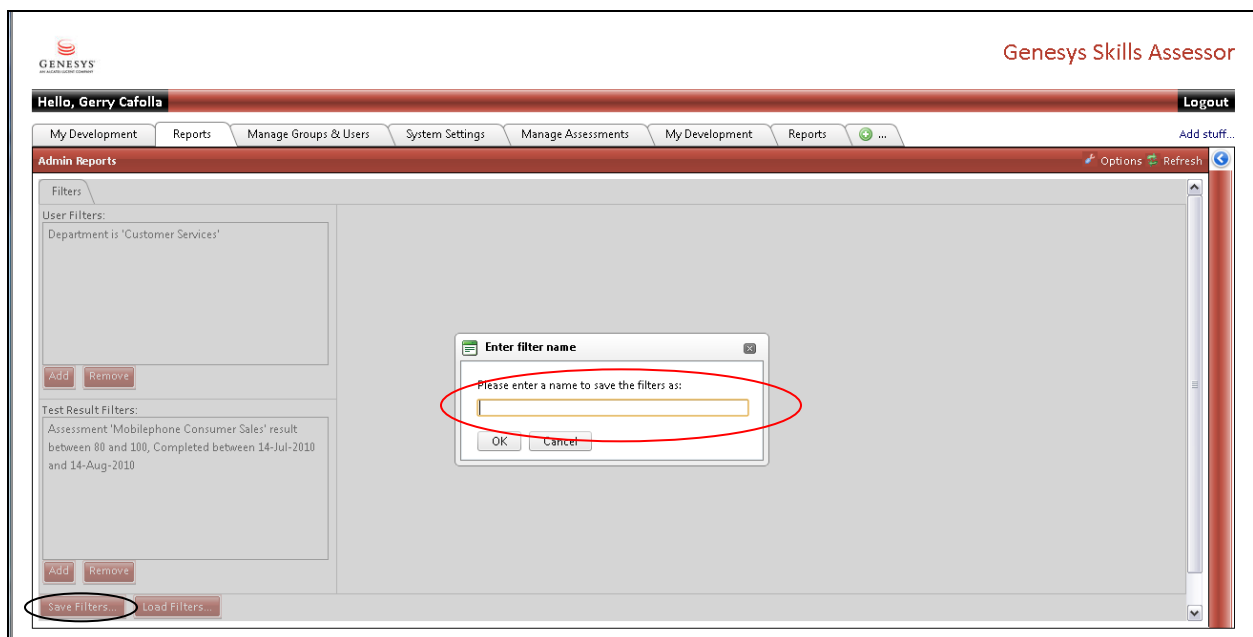
'Date' filter

The screenshot shows the 'Genesys Skills Assessor' interface. The user is logged in as 'Gerry Cafolla'. The 'Admin Reports' section is active. In the 'Filters' panel, the 'User Filters' section shows 'Department is 'Customer Services''. The 'Edit Test Result Filter' dialog is open, showing a filter type of 'Date' and a filter criteria of 'Mobilephone Consumer Sales' with a result between 14/07/2010 and 14/08/2010. The 'Add filter' button is highlighted.

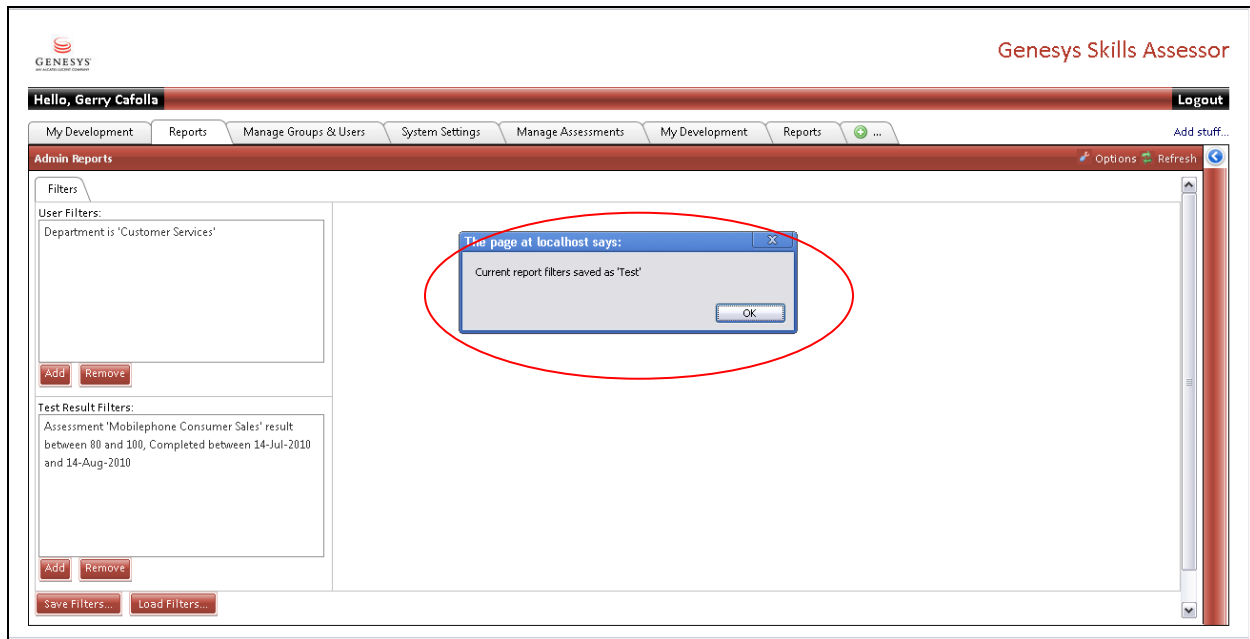
Once the filter has been saved it will appear in the 'Test Result Filter' box.



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

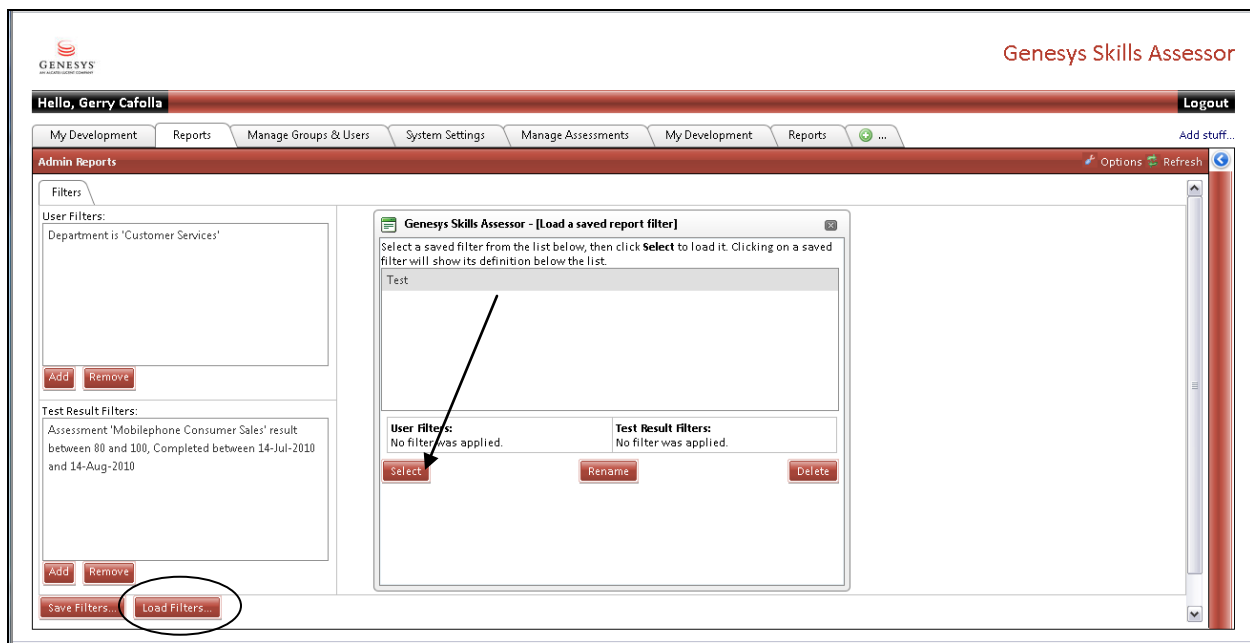


Notification given once the filter has been changed.

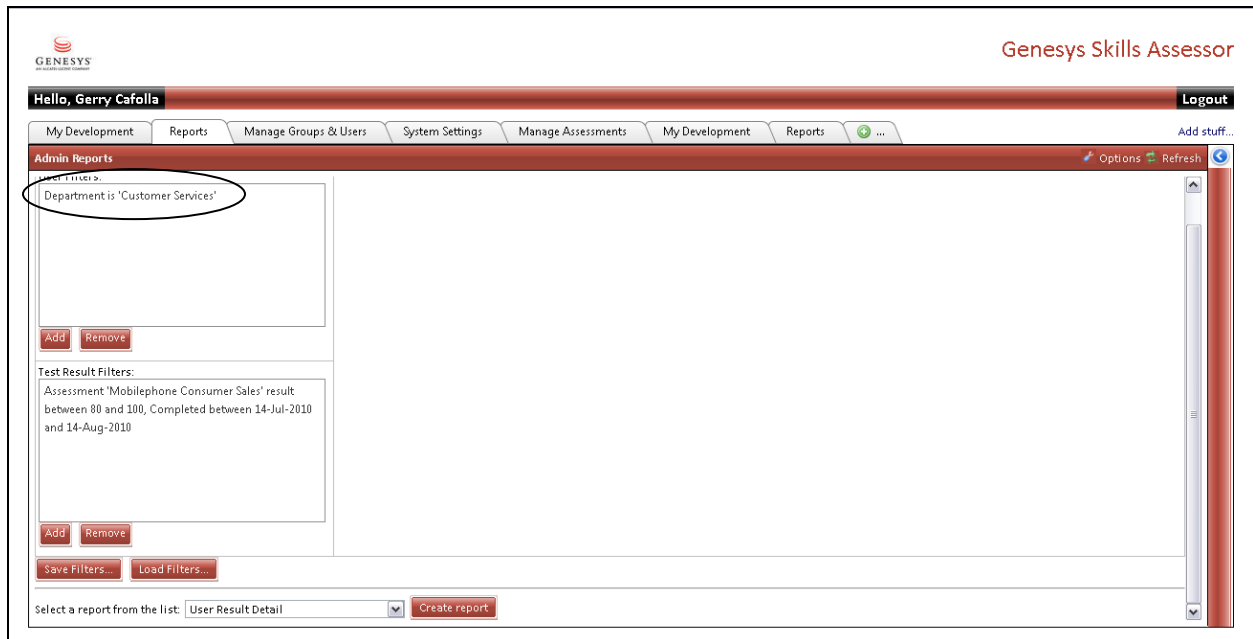


Loading Report Filters

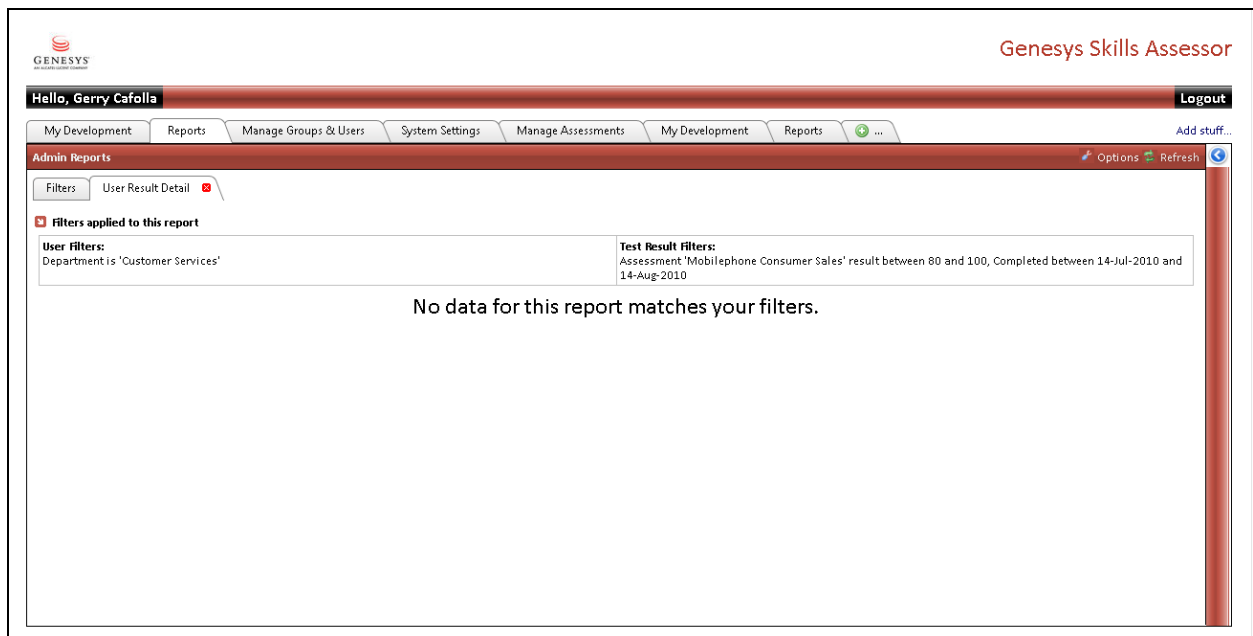
The filter is then available to select from by clicking on 'Load Filters' and the available saved filters are presented. Highlight the required filter and then click on Select.



The filter then appears in the relevant filter box.

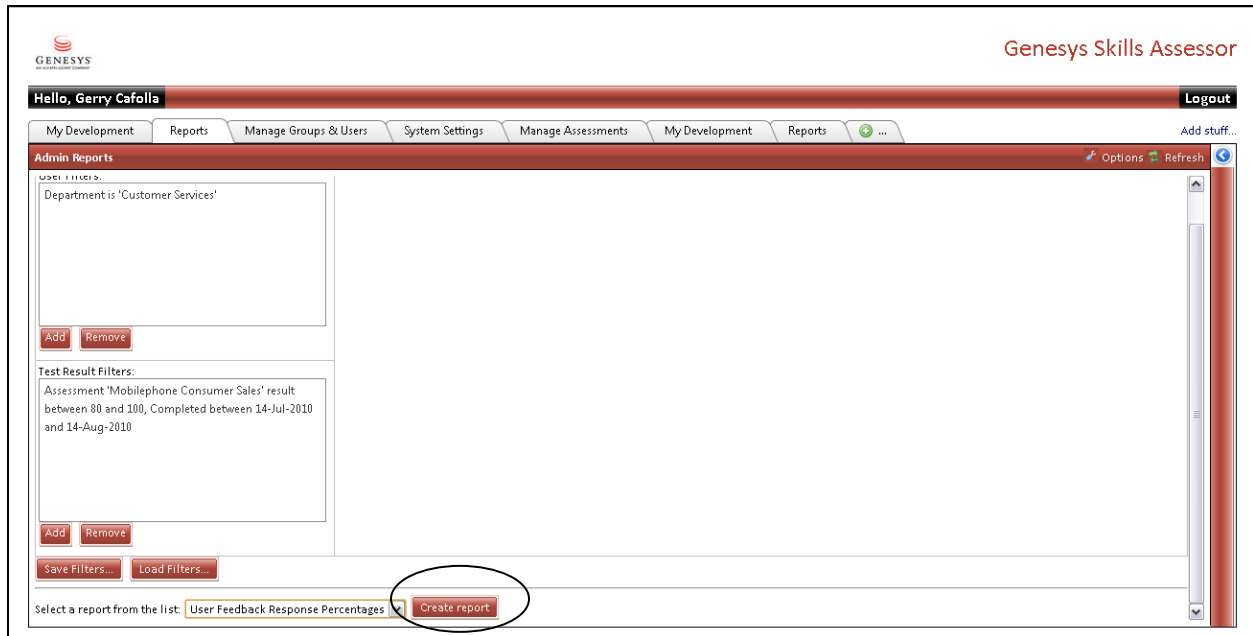


Select the report type e.g. 'User Results Detail' and after clicking on the report at the top of the screen the filter information will then appear as part of the report selection.

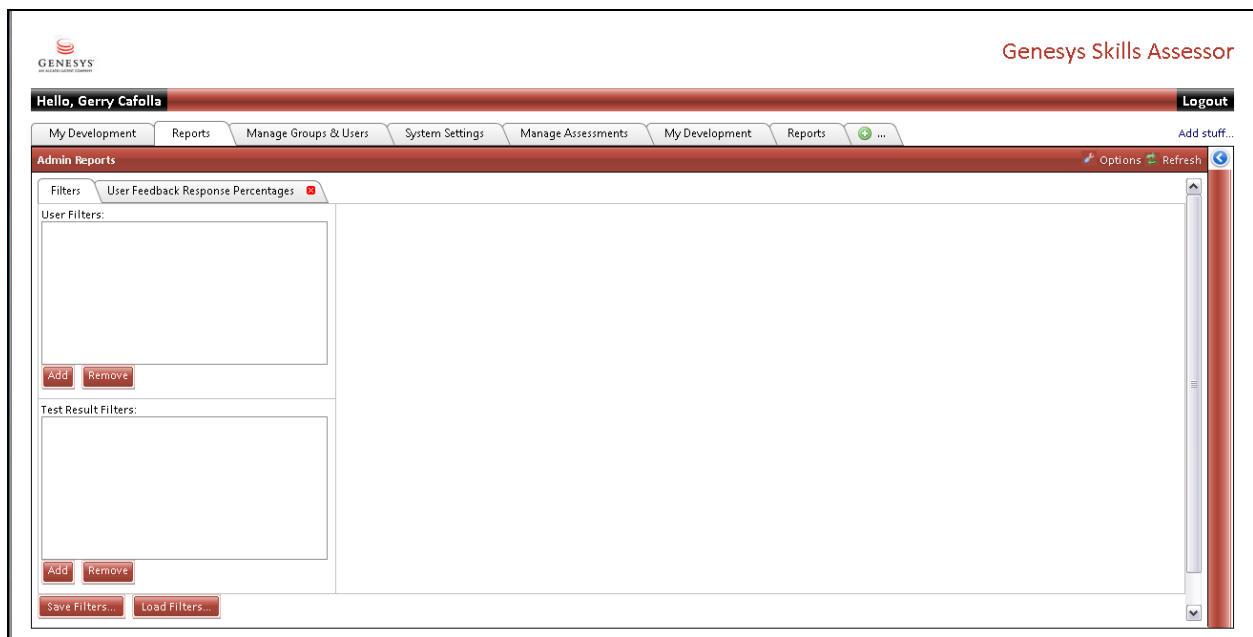


User Feedback Response Percentages

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



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



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

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 Feedback Response Percentages ⌵

Filters applied to this report

User Filters:
No filter was applied.

Test Result Filters:
No filter was applied.

Select an assessment from the list to see the report: Leadership Capability Program ⌵

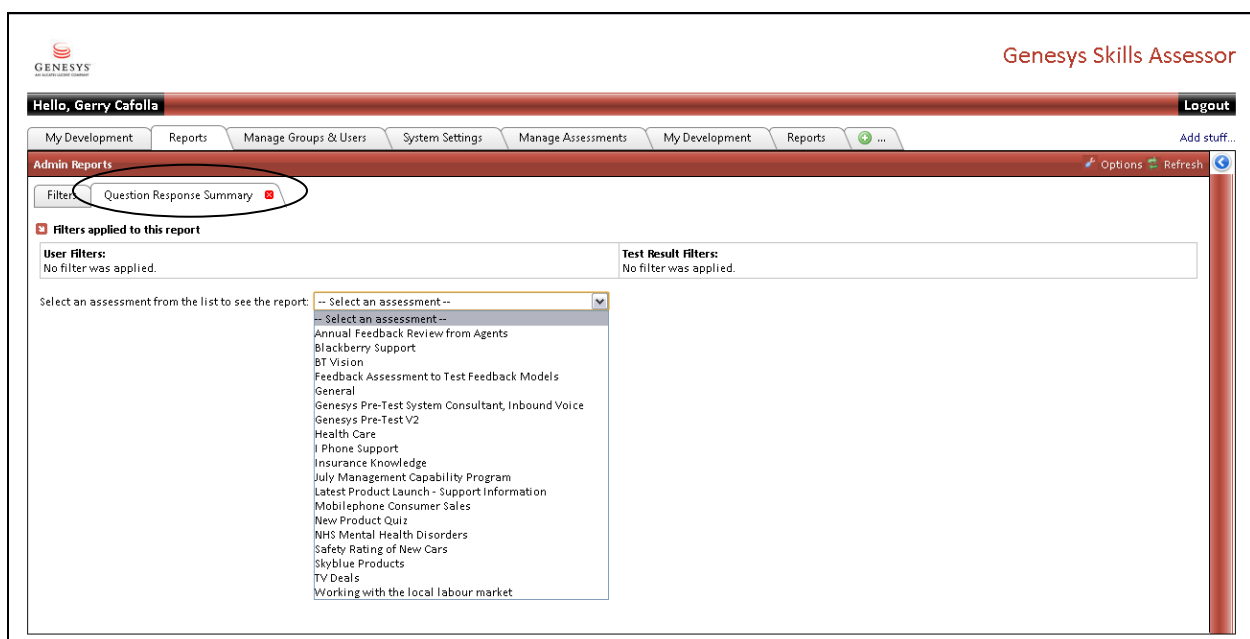
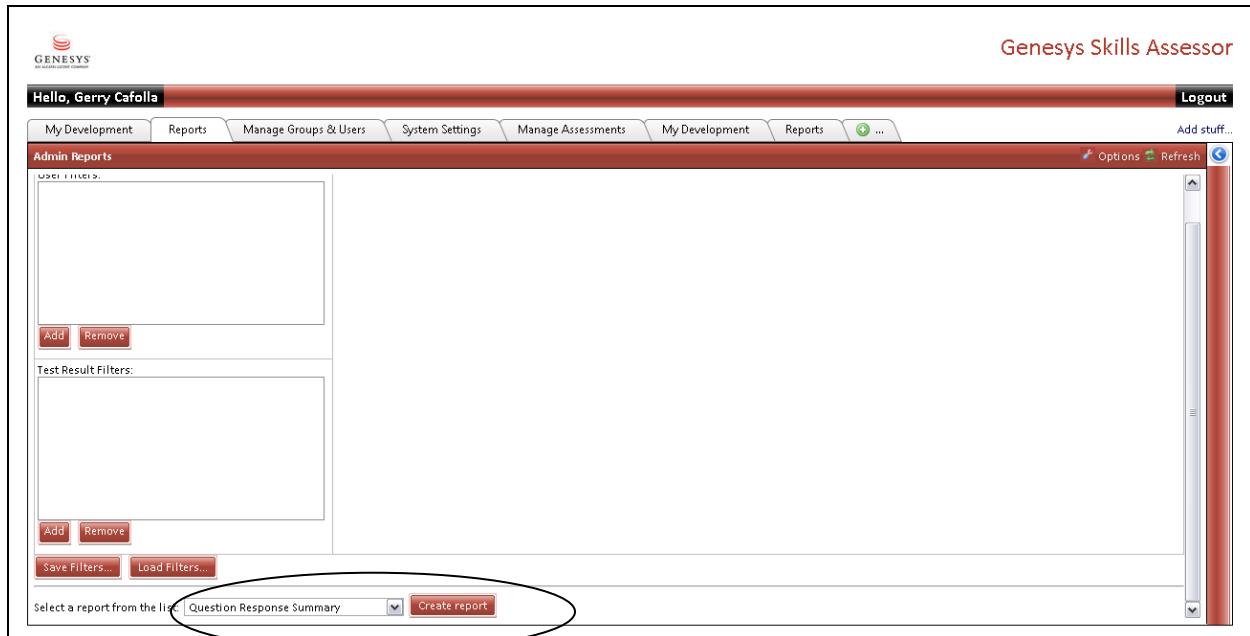
Select an the type of feedback you want to report on: ⌵

Export

| | Strongly Disagree | Disagree | Agree | Strongly Agree |
|---|-------------------|----------|-------|----------------|
| I am able to confidently coach any individual team... | 0.0% | 75.0% | 25.0% | 0.0% |
| 4 user(s): | 0.0% | 75.0% | 25.0% | 0.0% |
| I have all of the tools available for me to identi... | Strongly Disagree | Disagree | Agree | Strongly Agree |
| 4 user(s): | 25.0% | 50.0% | 25.0% | 0.0% |
| Leadership | | | | |
| I lead by example. | Strongly Disagree | Disagree | Agree | Strongly Agree |
| 4 user(s): | 25.0% | 50.0% | 25.0% | 0.0% |
| Strategic Direction | | | | |
| I understand the strategic direction that the Comp... | Strongly Disagree | Disagree | Agree | Strongly Agree |
| 4 user(s): | 0.0% | 75.0% | 25.0% | 0.0% |

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).



Hello, Gerry Cafolla

Logout

My Development Reports Manage Groups & Users System Settings Manage Assessments My Development Reports ...

Add stuff...

Admin Reports

Options Refresh

Filters Question Response Summary

Filters applied to this report

User Filters:

No filter was applied.

Test Result Filters:

No filter was applied.

Select an assessment from the list to see the report: Mobilephone Consumer Sales

Mobile Phones



What are the pay-monthly tariffs for Sim-only plans?

| | | | |
|----|---------------|---|-------|
| 20 | 1 month plan | 2 | 25.0% |
| 20 | 12 month plan | 5 | 62.5% |
| 0 | 3 month plan | 4 | 50.0% |
| 0 | 5 month plan | 3 | 37.5% |



8 user(s)

Which of these Mobile Phones are exclusive to TP?

| | | | |
|----|---|---|-------|
| 80 |  | 4 | 50.0% |
| 0 |  | 4 | 50.0% |

