

## **Genesys Skills Assessor 8.0**

# **Analysis Admin Guide**

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#### **Overview**

This document will demonstrate how to take KPI data in an excel spread sheet format, import it and use the Skills DNA database to do correlation analysis creating Training Plans for the Users identified as having a training requirement.

The analysis will help identify which skill is driving which performance. This process is managed internally as there will be specific areas the operation will be focusing training activity on.

### **Key Process Stages**

The Key process stages are:-

- Skills DNA database needs to be populated with Skills Assess assessment results for Users.
- The KPI data needs to be identified by User.
- The excel spreadsheet is imported via the Import Wizard.
- The relevant KPI and Skills data is selected to analyze.
- The % correlation is identified as Low, Medium and High.
- The top 10% of Users are pre selected within the report.
- The Users identified are either exported to view or a training session is created within the Control Centre.

### Prerequisites

The prerequisites are:-

- ✓ .Net framework 2.0
- ✓ Windows XP Professional / Vista
- ✓ Connect and read Microsoft
- ✓ Excel 97 2003 files

### **Skillsanalysis KPI spreadsheet**

Below is an example of a spreadsheet of KPI data with the Users identified down the left hand side and key results information in the 'Customer Satisfaction' & 'Business Satisfaction columns. Each KPI data import is done separately.

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

### Importing Data for Analysis.

To import the spread sheet, open Skillsanalysis and select 'Import Performance Data' from the 'Tools' menu as per the example below.

🥌 Ski	illsAnalysis v8.0.0.0	
File	Tools Help	
	Import Performance Data	
	Manage Saved Analysis Sessions	
	Manage Performance Data	

Use 'Browse' to select the relevant file.

🥌 Import Performance Data	
Select File Select Sheet Specify Details Importing	
File to import	
SkillsAnalysis v8.0.0.0	
File Tools Help	
🥌 Import Performance Data	
Select File Select Sheet Specify Details Importing	
File to import: C:\Documents and Settings\Administrator\My Documents\ Browse	

By choosing 'Select Sheet', this allows visibility of the spreadsheet to confirm that the correct one has been selected.

ler		(1				1		
	ct a worksheet from the				~			
After you select a sheet, the first 30 rows of data will be previewed below:						_		
	EmployeeID	FirstName	LastName	UserName	Customer Satisfaction	Business Satisfaction	Unrelated Information	ł
•	A02	Масу	Stay	A02	99.41759898010		-0.58240101989	
	A01	Kristine	W	A01		100	11.49579605675	
	U_8360_Simulator	Jessica	Ward	wardj		81.68713854525	-13.3128614547	
	U_8359_Simulator	Eartha	Ward	ward	94.79678477164		-1.86321522835	
	U_8358_Simulator	Alex	Wang	wang		93.18464528381	-1.81535471618	
	U_8357_Simulator	Tammy	Walsh	walsh		47.73052379741	-12.2694762025	
	U_8356_Simulator	Melissa	Wallace	wallacem	46.77113892977		-11.5588610702	
	U_8352_Simulator	Pat	Wehie	wehie	67.87245644060		-13.7875435593	
	U_8355_Simulator	Jessica	Wallace	wallace	61.52025432034		-8.47974567965	
	U_8351_Simulator	Megan	Parker	parker		100	2.115479192052	
	U_8353_Simulator	Dick	Clarkson	clarkson		98.14055561206	-1.85944438793	
	U_8354_Simulator	Diane	Vigil	vigil	84.29866910502		-5.70133089497	
	U_8259_Simulator	La Tasha	Porras	porras	45.88620750357		-12.4437924964	
	U_8258_Simulator	Cassandra	Poorman	poorman		100	4.172331687136	
	U_8257_Simulator	Misti	Pivero	pivero		95.81260904242	0.812609042425	
	U_8256_Simulator	Regina	Petty	petty	96.83501890732		-3.16498109267	G

Select 'Specify Details' and use the pull down boxes to map the information and select the relevant data filters.

🥌 Import Performance Data		
Select File Select Sheet Specify Details Imp	orting	
Select a field which uniquely identifies a user:	EmployeeID 🗨	•
Select the matching field in SkillsAssessor	Login ID 🗸	•
Select the value you want to import:	Customer Satisfaction	
Filter the data where	Customer Satisfaction	
is	Not Blank V	-
	Blank Altor	
	45.886207503570596 46.771138929777678 52.854433826304742 57.343637871882017 57.755448675918686	

Once the mapping has been done, specify a name for the performance data set and select 'Import'.

🥌 Import Performance Data		
Select File Select Sheet Specify Details In	porting	
Specify a name for this performance data set:	Customer Satisfaction August	
Import		
-		
L		

🥯 Import Performance Data	
Select File Select Sheet Specify Details Importing	
Specify a name for this performance data set: Customer Satisfaction August	Once the data has
Import	been imported close
10-Sep-2010 11:51:32 : Trying to add data: UID=U_8313_Simulator, Value=92.1868197284546 10-Sep-2010 11:51:32 : Added OK 10-Sep-2010 11:51:32 : Trying to add data: UID=U_8312_Simulator, Value=99.1806191382442	the page.
10-Sep-2010 11:51:32 : Added OK 10-Sep-2010 11:51:32 : Trying to add data: UID=U_8310_Simulator, Value=81.5412099198145	
10-Sep-2010 11:51:32 : Added 0K 10-Sep-2010 11:51:32 : Trying to add data: UID=U_8295_Simulator, Value=85.1007949281638 10-Sep-2010 11:51:32 : Added 0K	
10-Sep-2010 11:51:32 : Trying to add data: UID=U_8294_Simulator, Value=100 10-Sep-2010 11:51:32 : Added 0K	
10-Sep-2010 11:51:32 : Trying to add data: UID=U_8230_Simulator, Value=89.8800972686279 10-Sep-2010 11:51:32 : Added OK 10-Sep-2010 11:51:32 : Trying to add data: UID=U_8300_Simulator, Value=100	
10-Sep-2010 11:51:32 : Added 0K 10-Sep-2010 11:51:32 : Trying to add data: UID=U_8298_Simulator, Value=79.8746762384072 10-Sep-2010 11:51:32 : Added 0K	
10-Sep-2010 11:51:32 : Trying to add data: UID=U_8307_Simulator, Value=98.8601725924013 10-Sep-2010 11:51:32 : Added OK	
10-Sep-2010 11:51:32 : Trying to add data: UID=U_8302_Simulator, Value=57.7554486759187 10-Sep-2010 11:51:32 : Added OK 10-Sep-2010 11:51:32 : Final data batch ready to send to server	
10-Sep-2010 11:51:32: Data sent 0K 10-Sep-2010 11:51:32: 65 row(s) imported.	<b>~</b>

Once the data has been imported close the page and return to the 'SkillsAnalysis' home page.

#### Analysing assessment and KPI data.

Select 'File' and 'New Analysis Session' from the main menu'. This gives you the option to select the Skills Manager assessments and any performance data.

🥌 SkillsAnalysis v8.0.0.0			
SkillsAnalysis v8.0.0.0			
🥌 SkillsAnalysis v8.0.0.0			- 🗆 🔀
File Tools Help			
Select the data you wish to Analyze from the list on t "Next".	he left, and click "Add". When you have	selected all the data you requ	IIFE, CIICK
<ul> <li>SkillsAssessor data</li> <li>Performance data</li> </ul>	Coptions Coptions TNA/Test results Feedback results Add >  Add >		
		Karak Ka Karak Karak K Karak Karak Ka Karak Karak Kar	Next >

J

The data sources can be expanded if required as per the example below. For example. if analysis is required at Content level rather than overall assessment level.

SkillsAnalysis v8.0.0.0	
File Tools Help	
File       Tools       Help         Select the data you wish to Analyze from the list on the left, and click "Add". When you have selected all the data you r "Next".         Image: SkillsAssessor data       Image: SkillsAssessor data         Image: SkillsAssesso	equire, click
⊕ fin July Management Capability Program	
🕀 🏦 Latest Product Launch - Support Informa 💌	
< Back	Next >

Select the data required data then click on 'Add' or press enter. This will move the data across to the right hand side for analysing.

Once all of the data has been selected click on 'Next'.

Select 'Analyze' for the application to analyze the data.

ĺ	Sk 🥯	illsAna	ılysis v	8.0.0.0	
ľ	File	Tools	Help	,	
	Click comp	the "And lete, you	alyze'' bu i will be l	utton to start the analysis, or click "Back" to amend the data sources you have chosen, taken to the results.	Once the analysis is
¢		Analyze			
	_				
					< Back Next >

Immediately the analysis has been completed, a report similar to the following will be presented.

The report is presented in High, Medium and Low correlation segments, together with the data sets and number of matches (The higher the number of matches the more accurate the data analysis).

	tions list shows the most highly correlated results. sources. The Results Matrix shows the complete		to help you find potential training area:	s to improve
y or your data.	sources. The results fram shows the complete	results of the analysis in tabular form.		
oot Correlation	Find Correlation for Results Matrix			
Double-click a	data set name to find the best correlations for just	the selected set.		
Correlation %	Data Set 1	Data Set 2	Matches	^
High Corre	lation			
-100.00%	Mobilephone Consumer Sales	Skyblue Products	2	
100.00%	Leadership Capability Program	Test Feedback3	2	
100.00%	Latest Product Launch - Support Information	Skyblue Products	2	=
100.00%	Insurance Knowledge	Test Feedback3	2	
100.00%	I Phone Support	Insurance Knowledge	2	
100.00%	Genesus Pre-Test V2	Skyblue Products	2	
-100.00%	Genesys Pre-Test System Consultant, Inbou	Skyblue Products	2	
100.00%	BT Vision	I Phone Support	2	
-100.00%	Blackberry Support	Test Feedback3	2	
-100.00%	Blackberry Support	Skyblue Products	2	
-100.00%	Blackberry Support	Leadership Capability Program	2	
-99.56%	Blackberry Support	I Phone Support	3	
-95.52%	BT Vision	Mobilephone Consumer Sales	3	
-76.56%	Blackberry Support	Insurance Knowledge	3	
-100.00%	Blackberry Support	BT Vision	2	
Medium Co	virelation			
Medium Cl	STGROOT			

Double click on the appropriate data sets and this will display the results of the data analyzed against the data set criteria.

In the example below any data matches and therefore correlated results are categorised within High, Medium or Low.

In the example below there is a 100% Correlation with 2 matches for Leadership Capability Program and Test Feedback 3, with the Leadership Capability Program containing the Skills assessment feedback results and Test Feedback 3 being the feedback results from the KPI data which was imported. The more data that is available for analysis the better as it will produce a much more accurate analysis.

The high correlation result is due to Users having high results in both areas, therefore the assumption is that the Leadership Capability skill is driving a high performance in Test feedback 3.

SkillsAnalysis v8.0.0.0				_ □ 🗙
File Tools Help				
The Best Correlations list shows the most highly correlated results. any of your data sources. The Results Matrix shows the complete r Best Correlations Find Correlation for Results Matrix		' tab to help you fir	nd potential train	ing areas to improve
Which analysis set do you want to find the best correlations for?	Leadership Capability Program		· · · · · · · · · · · · · · · · · · ·	]
	Analyzed Data	Correlation %	Matches	
Double-clicking on any of the items in the list will show a chart	High Correlation			
of the Analyzed data. Right-clicking an item in the list will allow you to select users for training based in that item on a skill range.	Test Feedback3 Blackberry Support	100.00% -100.00%	2 2	
	Low Correlation			
	Insurance Knowledge Management Capability Program	-21.68% 0.00%	3 2	
				: Back Next >

Once the analysis has identified training plans can be created.

🥌 SkillsAnalysis v8.0.0.0				
File Tools Help				
The Best Correlations list shows the most highly correlated results. Y any of your data sources. The Results Matrix shows the complete re		ab to help you fir	nd potential train	ing areas to improve
Best Correlations Find Correlation for Results Matrix				
Which analysis set do you want to find the best correlations for?	Blackberry Support		· · · · · · · · · · · · · · · · · · ·	]
	Analyzed Data	Correlation %	Matches	
Double-clicking on any of the items in the list will show a chart of the Analyzed data.	High Correlation			
Right-clicking an item in the list will allow you to select users for training based in that item on a skill range.	Leadership Capability Program Insurance Knowledge BT Vision	-100.00% -76.56% -100.00%	2 3 2	
	Medium Correlation			
	Genesys Pre-Test V2 Genesys Pre-Test System Consulta	-55.88% -50.94%	4 4	
				Back Next >

The overall Results Matrix is available to view by clicking on 'Results Matrix'.

n.	-									e complete results of the	
est Correlations Fir	nd Correlation for	Results Matrix									
	Test Feedback3	Skyblue Products	Mobilephone Consumer Sales	Management Capability Program	Leadership Capability Program	Latest Product Launch - Support Information	Insurance Knowledge	I Phone Support	Genesys Pre-Test V2	Genesys Pre-Test System Consultant, Inbound Voice	General
Test Feedback3					100.00		100.00				
Skyblue Products			-100.00			100.00		0.00	100.00	-100.00	
Mobilephone Consumer Sales		-100.00					-55.65	-59.81	-61.21	19.26	
Management Capability Program					0.00		0.00				
Leadership Capability Program	100.00			0.00			-21.68				
Latest Product Launch - Support Information		100.00									
Insurance Knowledge	100.00		-55.65	0.00	-21.68			100.00			>

### **Creating Training Plans**

To create a Training Plan, right click on the item within the Correlation Analysis box.

🥌 SkillsAnalysis v8.0.0.0				
File Tools Help The Best Correlations list shows the most highly correlated results. Y any of your data sources. The Results Matrix shows the complete re		ab to help you fir	nd potential tra	aining areas to improve
Best Correlations Find Correlation for Results Matrix Which analysis set do you want to find the best correlations for?	Leadership Capability Program		[	<b>v</b>
Double-clicking on any of the items in the list will show a chart of the Analyzed data.	Analyzed Data High Correlation	Correlation %	Matches	
Right-clicking an item in the list will allow you to select users for training based in that item on a skill range.	Blackberry Support	-100.00%	2	
	Insurance Knowledge Management Capability Program	-21.68% 0.00%	3 2	
				< Back Next >

A template similar to the one below will be presented.

Selationship between Leadership Capability Program and Test Feed	back3	×
Select users for training Chart showing detail		
Select Use	ers For Training	
You have chosen to select users for training using the correlation between Leadership Ca	pability Program and Test Feedback3.	
The yellow area between the two arrow markers indicates the range of users you are goir range of results for users in Test Feedback3. The numbers at the top indicate the lower a	ig to train; Move the arrows below the slider bar to adjust this range. Th nd upper limits of the scores used to select the users.	e slider represents the
Skill levels -> 2.00		3.00
	2	
		3.00 <- Top performers
Legend		
0 users below bottom threshold 2 users to train	Number of matched data points	
2 users to train 0 users above upper threshold	Average of Leadership Capability Program	21.00
	Average of Test Feedback3	2.50
	Number of users selected for training	2
	Estimated average of Leadership Capability Program after training	21.00
	Estimated average of Test Feedback3 after training	2.50
Estimated Dercentage	0%	
percencage improvement		Gave Close

This will then present the Users (matches) graphically as per the example below.

The graph is divided into 3 sections and the application makes a recommendation of which Users need to be training based on the average results.

The upper threshold identifies the Users whose results are above the average of the Top 10% of people in the area being looked at to improve.

The bottom threshold is the average of all of the Users in the area being looked at to improve.

The Users identified within the area for training are the Users who have results which fall in between the bottom and upper thresholds.

The Users selected for training is only a suggestion and can be increased or decreased by sliding the markers.

SF	lelatio	onship betwe	en Leadership Ca	pability Program and Test Feedback3	
Sele	ect user:	s for training	hart showing detail		
				Select Users For Training	
Υ	'ou have	e chosen to sele	ect users for training usi	ng the correlation between Leadership Capability Program and Test Feedback3.	
				indicates the range of users you are going to train; Move the arrows below the sider bar to adjust this range. I e numbers at the top indicate the lower and upper limits of the scores used to select the users.	he slider represents the
s	kill leve	ls -> 2.00			3.00
				2	
		$\bigtriangleup$			3.00 <- Top performers
Ŀ	egend				
	0	users below bo	ottom threshold	Number of matched data points	2
	2	users to train		Average of Leadership Capability Program	21.00
	0	users above up	pper (nresnola	Average of Test Feedback	2.50
				Number of users selected for training	2
				Estimated average of Leadership Capability Program after training	21.00
				Estimated average of Test Feedback3 after training	2.50
			Estimated percentage improvemen	0%	Save Close

In the example below 1 User has been selected for training and a training plane will now be created.

🥌 Relationship	between L	eadership Capability Program and Test Feedback3	
Select users for train	ining Chart sh	howing detail	
		Select Users For Training	
You have chose	en to select use	ers for training using the correlation between Leadership Capability Program and Test Feedback3.	
			is range. The slider represents the
Skill levels ->	2.0	19	3.00
	1	1	
You have chosen to select users for training using the correlation between Leadership Capability Program and Test Feedback3. The yellow area between the two arrow markers indicates the range of users you are going to train. Howe the arrows below the slider bar to adjust this range. The slider represents the range of results for users in Test Feedback3. The numbers at the top indicate the lower and upper limits of the scores used to select the users. Skill levels -> 2.09 3.00 1 1 3.00 <- Top performe Legend 1 users below bottom threshold 1 users above upper threshold 2.00 <- Top performe 1 users above upper threshold 2.00 Average of Test Feedback3 2.50 Number of users selected for training 1.00 Estimated average of Test Feedback3 after training 2.50		3.00 <- Top performers	
The yellow area between the two arrow markets indicates the tange of users you are going to train. Move the arrows below the slider bar to adjust this range. The slider represents the tange of results for users in Test Feedback3. The numbers at the top indicate the lower and upper limits of the scores used to select the users.			
1       1         1       1         2       3.00         4       Number of matched data points         1       users below bottom threshold         1       users to train         0       users above upper threshold         1       Average of Leadership Capability Program         2       1         1       Average of Test Feedback3         2       1         1       Estimated average of Leadership Capability Program after training         2       1			
			-
			-
		Estimated average of Test Feedback3 a	ter training 2.50
		percentage 🗸 🛛	Save Close

Select 'Save' and a request to enter a name and save the training plan as new or replace an existing plan is then available.

Selationship bet	ween Leadership	Capability Program and Test Feedb	ack3	
Select users for training	Chart showing detail			
		Select User	rs For Training	
You have chosen to s	select users for training	using the correlation between Leadership Cap	ability Program and Test Feedback3.	
			to train; Move the arrows below the slider bar to a d upper limits of the scores used to select the user	
	(	Save Training Plan		
Skill levels ->	2.09	Enter a name for this training plan then click Test Feedback3 Save options Save as a new training plan Replace existing training plan	k the Save button.	3.00 3.00 <- Top performers
Legend	v bottom threshold		<b>∨</b>	ched data points 2
1 users to train				apability Program 21.00
0 users above	e upper threshold		Save Cancel	Test Feedback3 2.50
	L		Number of users selec	eted for training 1
			Estimated average of Leadership Capability Pro	gram after training 21.00
			Estimated average of Test Feedb	ack3 after training 2.50
	Estimater percenta improver	ge 🦞	0%	Save Close

Once the new plan has been saved, select Close.

### View Training Plan Details

User details can be exported as CSV or XML files by selecting 'Tools' from the main menu and then 'Manage Saved Analysis Sessions'

🥌 SkillsAnalysis v8.0.0.0				_ 🗆 🔀
	ou can use the "Find correlation for" tab sults of the analysis in tabular form.	o to help you fin	d potential trainir	ng areas to improve
Which analysis set do you want to find the best correlations for?	Leadership Capability Program		~	
	Analyzed Data	Correlation %	Matches	
Double-clicking on any of the items in the list will show a chart of the Analyzed data. Right-clicking an item in the list will allow you to select users for training based in that item on a skill range.	Blackberry Support Low Correlation Insurance Knowledge	100.00% -100.00% -21.68% 0.00%	2 2 3 2	
			<	Back Next >

A list of Training sessions will be presented. To select the relevant session expand the session to view all of the Training Plans. Click on 'Close' when finished with this area.

elect a session from the list below.	If a session has saved plans	, they can be viewed by expanding	the tree. Right-click	a saved session	or training plan fo	options.
iession/Plan Name	Data to Improve	Data to Train	Correl%	Lower Cutoff	Upper Cutoff	User Ct.
<ul> <li></li></ul>	by Gerry Cafolla by Gerry Cafolla					
						Close

Select the relevant Training Plan by right clicking and selecting 'Export Training Plan' and the export options then become available.

🥌 Manage analysis sessions						×
Select a session from the list below.	If a session has saved plans, they c	an be viewed by expanding	the tree. Right-click	a saved session	or training plan for	options.
Session/Plan Name	Data to Improve	Data to Train	Correl%	Lower Cutoff	Upper Cutoff	User Ct.
	by Gerry Cafolla					
Created 10-Sep-2010 12:23     Test F	by Gerry Cafolla pability Program	Test Feedback3	100.00	2.09	3.00	1
View Plan Det	ail		100.00	2.07	5.00	
Export Trainin	<mark>ig Plan →</mark> as <u>C</u> SV					
Delete item	as <u>X</u> ML					
						Close

Save the exported spreadsheet.

Constant 4	ame	Data to Improve	Data	to Train	Correl%	Lower Cutoff	Upper Cutoff	User Ct.
- Created I	0-Sep-2010 11:11	by Gerry Cafolla						
	0-Sep-2010 12:23	by Gerry Cafolla						
Test F				Feedback3	100.00	2.09	3.00	1
	Save As					? 🔀		
	Save jn:	눱 Skillsanalysis I	)ata	💌 🕝 🏚 🖻	• •			
	My Recent Documents							
	Desktop							
	My Documents							
	DEMOSRV							
	<b>S</b>	File <u>n</u> ame:	Test Feedback3	~		Save		

The application will confirm when the export has been completed.

The data can then be viewed as per the example below.

8	Microsoft	Excel - Test	t Feedback3	.csv [Rea	id-Only]							
	<u>File E</u> dit	<u>V</u> iew <u>I</u> nsert	F <u>o</u> rmat <u>T</u> ools	<u>D</u> ata <u>W</u> in	dow <u>H</u> elp							
	🛩 🖬	a 🖏 🕹	X 🖻 🖻	ダ 🗠 -	e e 🖓 🖌	🖗 Σ 🔊		L 🤵 4	🛃 🛛	00% 🝷 🕐 🛛 Arial		• 10 • B
	I13	-	=									
	A	В	С	D	E	F	G	Н	1	J		K
1	Login_ID	Last_Name	First_Name	Function	Department	Location	Cost_Centre	Email	EIN	Leadership_Capability	Program	Test_Feedback3
2	clace	Lace	Christine								24	3
3												
4												
5												
6												
7												
8												

These Users can then be scheduled into Training sessions.

### **Reopening Sessions**

To reopen a session, select 'Reopen Session' from the Main menu.

🥃 SkillsAnalysis v8.0.0.0				
	ou can use the "Find correlation for" I sults of the analysis in tabular form.	tab to help you fir	nd potential train	ing areas to improve
Which analysis set do you want to find the best correlations for?	Leadership Capability Program		~	]
	Analyzed Data	Correlation %	Matches	
Double-clicking on any of the items in the list will show a chart of the Analyzed data. Right-clicking an item in the list will allow you to select users for training based in that item on a skill range.	High Correlation Test Feedback3 Blackberry Support Low Correlation	100.00% -100.00%	2 2	
	Insurance Knowledge Management Capability Program	-21.68% 0.00%	32	
				: Back Next >

Any sessions that are stored will be presented.

lysis session		
list below.		
Created By Gerry Cafolla	No of Training Plans	
Gerry Cafolla	1	
	Select Cano	el
	Gerry Cafolla	list below.          Created By       No of Training Plans         Gerry Cafolla       2         Gerry Cafolla       1

Highlight the relevant session and 'select'.

🥌 Select a saved ana	lysis session		X
Select a session from the	list below.		
Date Created	Created By	No of Training Plans	
10-Sep-2010 11:11 10-Sep-2010 12:23	Gerry Cafolla Gerry Cafolla	2	
		Select Cano	el
			<u> </u>

This gives the correlation analysis details within the session.

🥃 SkillsAna	lysis v8.0.0.0			- 0 🗙
File Tools	Help			
The Best Corre	lations list shows the most bighly correlated results	You can use the "Find correlation for." tab to belo you	, find potential training areas to improve any of your data sources. The Results Matrix shows the complete results of the analysis in tab	ular
form.				
	Find Correlation for Results Matrix			
Double-click	a data set name to find the best correlations for just	t the selected set.		
Correlation	% Data Set 1	Data Set 2	Matches	<u>^</u>
High Cor	relation			
-100.00%	Mobilephone Consumer Sales	Skyblue Products	2	
100.00%	Leadership Capability Program	Test Feedback3	2	
100.00%	Latest Product Launch - Support Information	Skyblue Products	2	
100.00%	Insurance Knowledge	Test Feedback3	2	
100.00%	I Phone Support	Insurance Knowledge	2	
100.00%	Genesys Pre-Test V2	Skyblue Products	2	
-100.00%	Genesys Pre-Test System Consultant, Inbou		2	
100.00%	BT Vision	I Phone Support	2	
-100.00% -100.00%	Blackberry Support Blackberry Support	Test Feedback3 Skyblue Products	2	=
-100.00%	Blackberry Support Blackberry Support	Skyblue Products Leadership Capability Program	2	
-99.56%	Blackberry Support	I Phone Support	2	
-95.52%	BT Vision	Mobilephone Consumer Sales	3	
-76.56%	Blackberry Support	Insurance Knowledge	3	
-100.00%	Blackberry Support	BT Vision	2	
Medium (	Correlation			
67.89%	Blackberry Support	Mobilephone Consumer Sales	6	
-61.21%	Genesys Pre-Test V2	Mobilephone Consumer Sales	4	
-59.81%	I Phone Support	Mobilephone Consumer Sales	4	
-55.88%	Blackberry Support	Genesys Pre-Test V2	4	
-55.65%	Insurance Knowledge	Mobilephone Consumer Sales	3	
-50.94%	Blackberry Support	Genesys Pre-Test System Consultant, Inbound Voi	4	
Low Corr	elation			
				~
20 E0%	Concour Pro Tost Sustam Consultant Inhou	General Die Test 1/2	1	
			< Back	Next >
			K Back	Hext 2