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	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	

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.
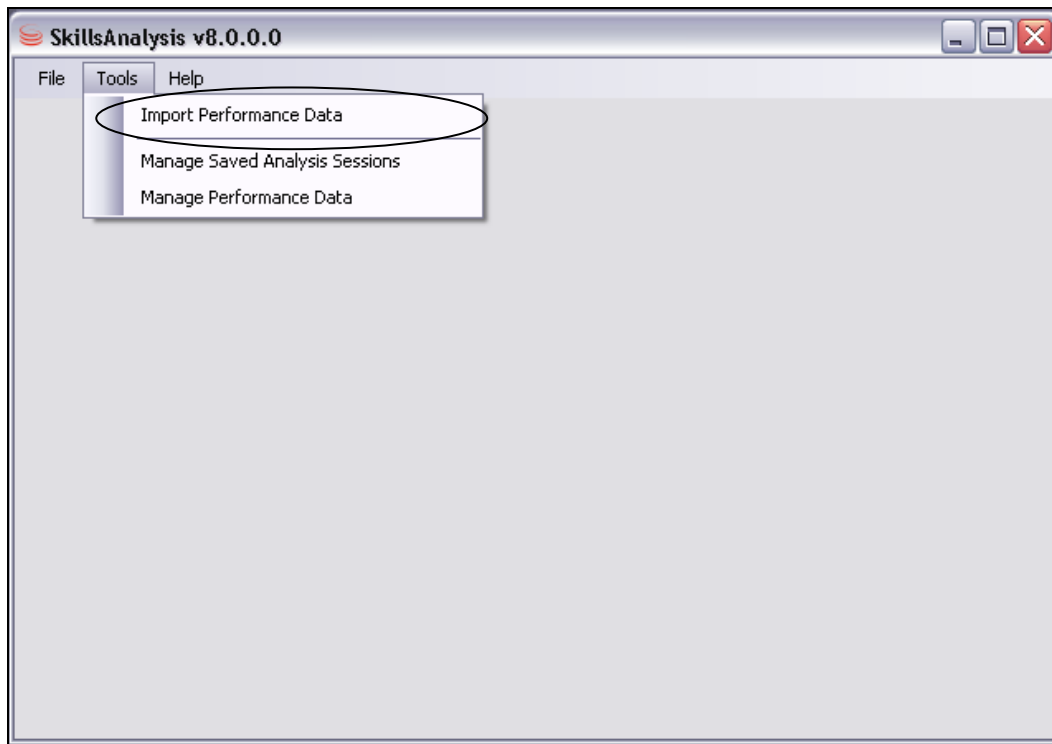
Use 'Browse' to select the relevant file.
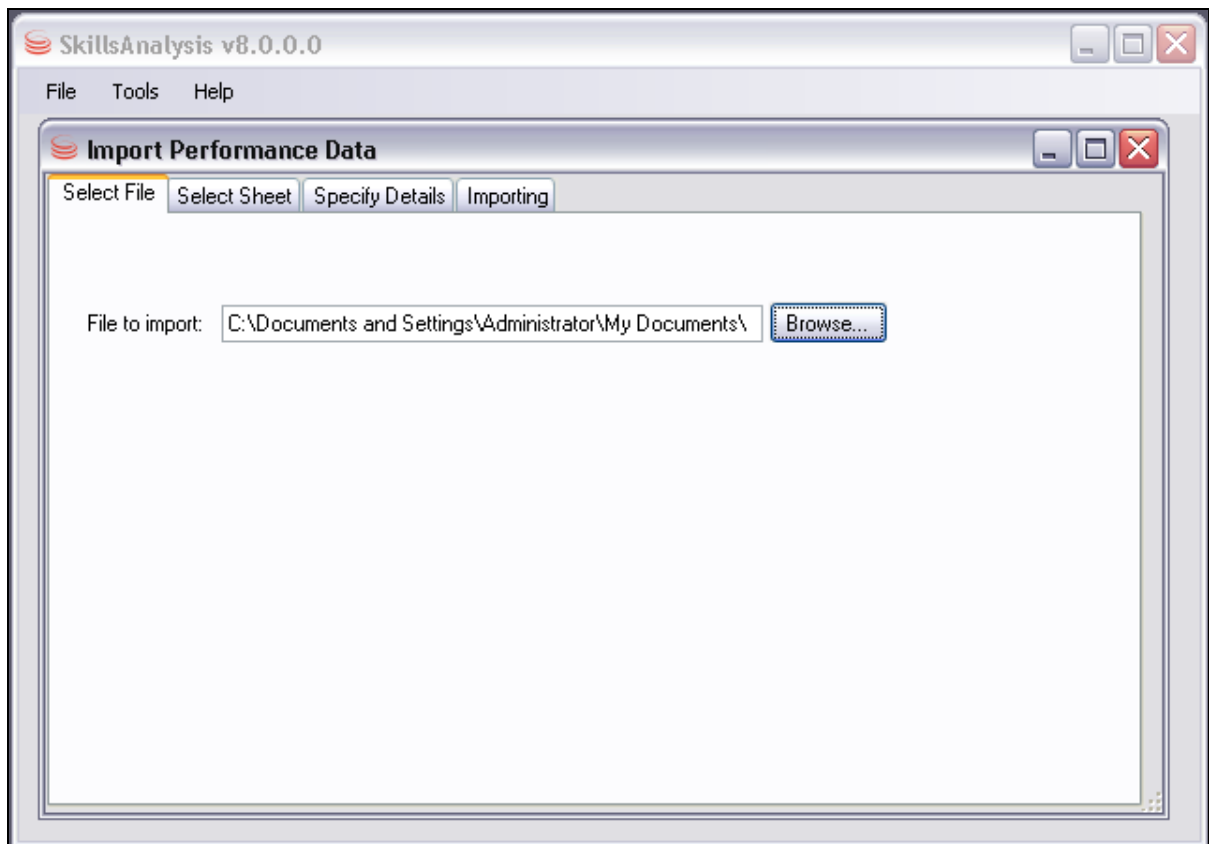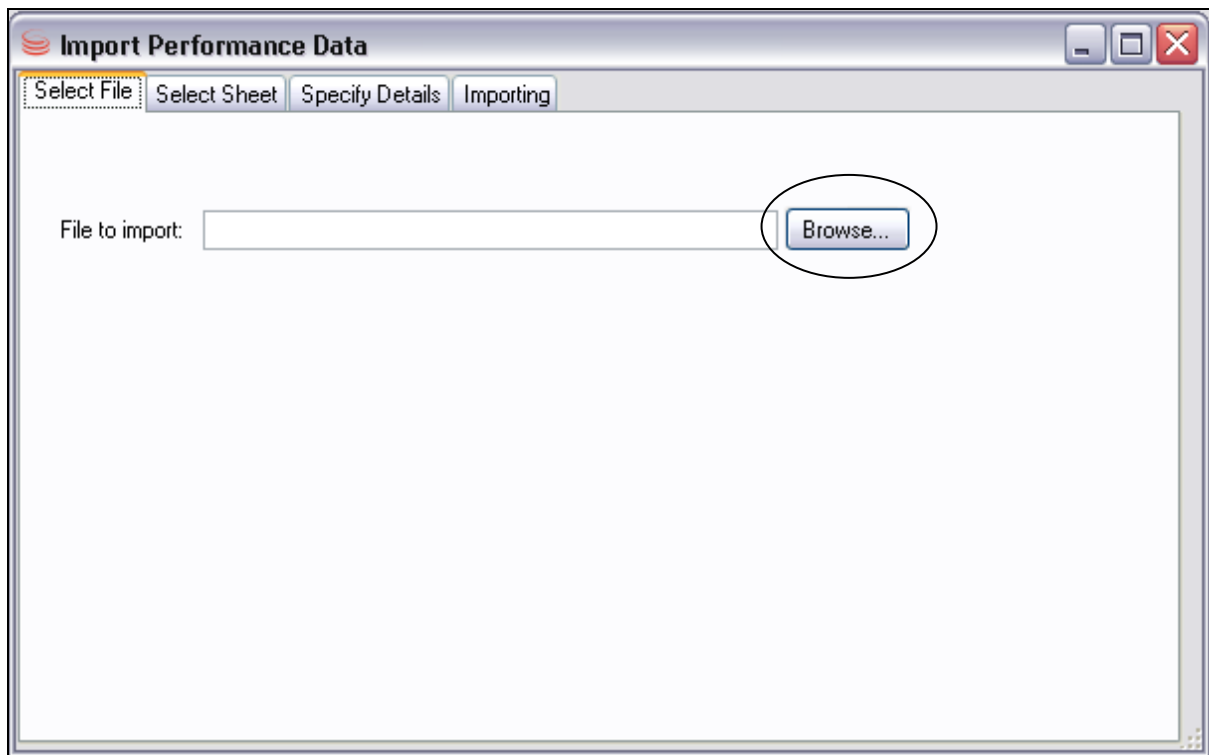
By choosing 'Select Sheet', this allows visibility of the spreadsheet to confirm that the correct one has been selected.
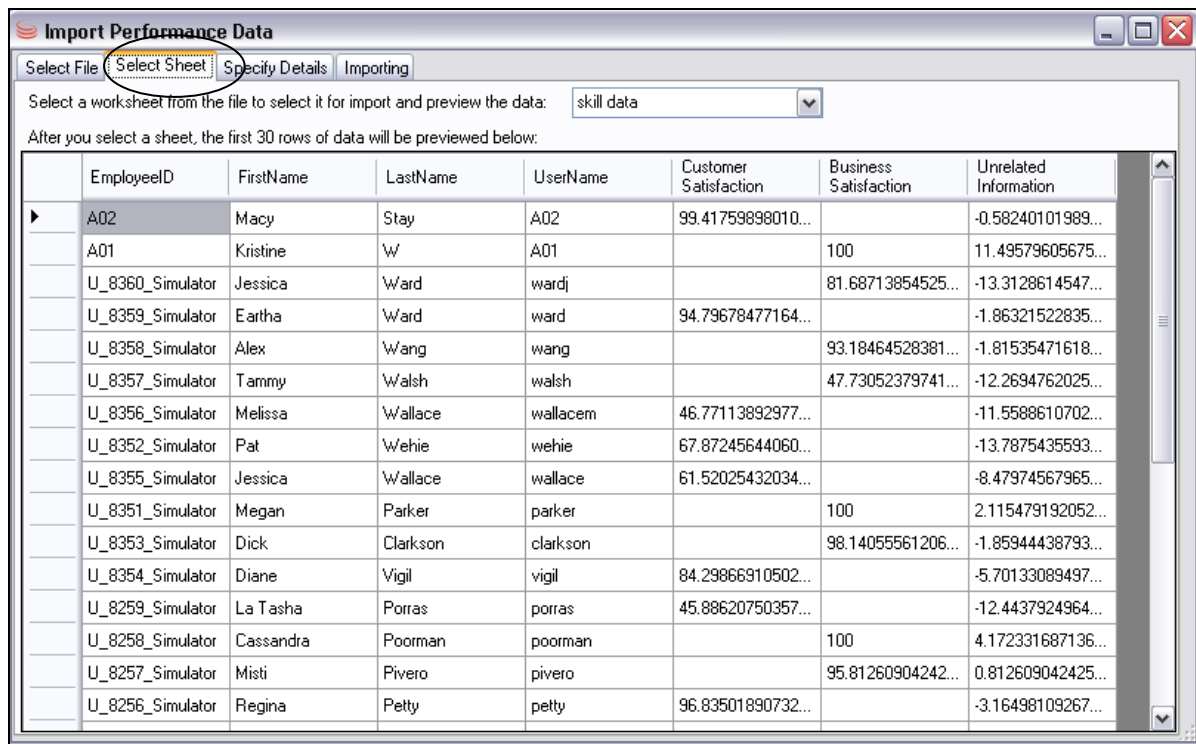
Select 'Specify Details' and use the pull down boxes to map the information and select the relevant data filters.
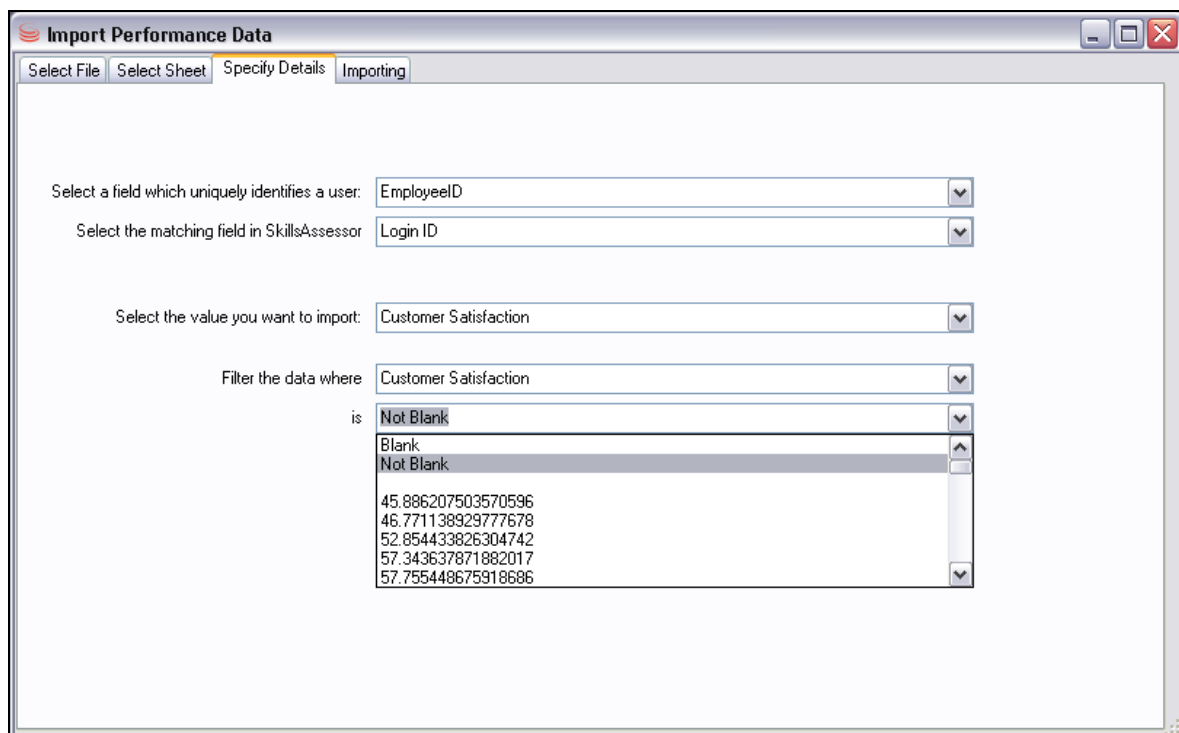
Once the mapping has been done, specify a name for the performance data set and select 'Import'.

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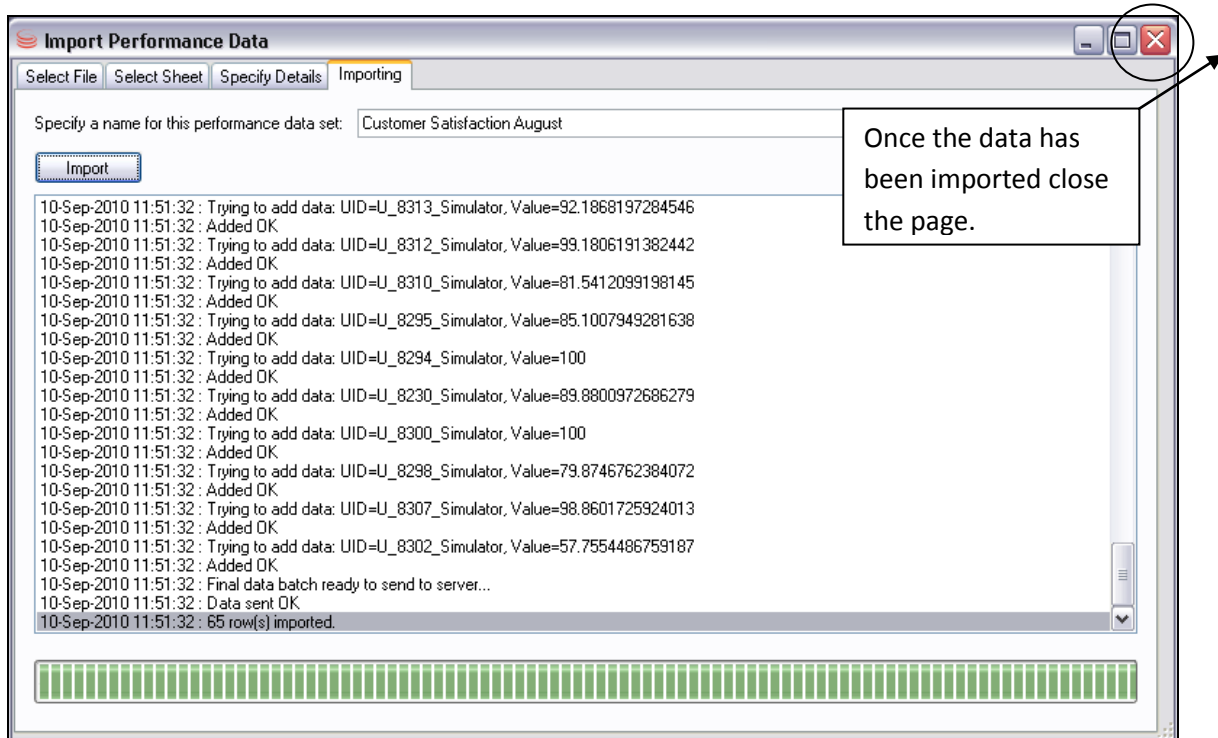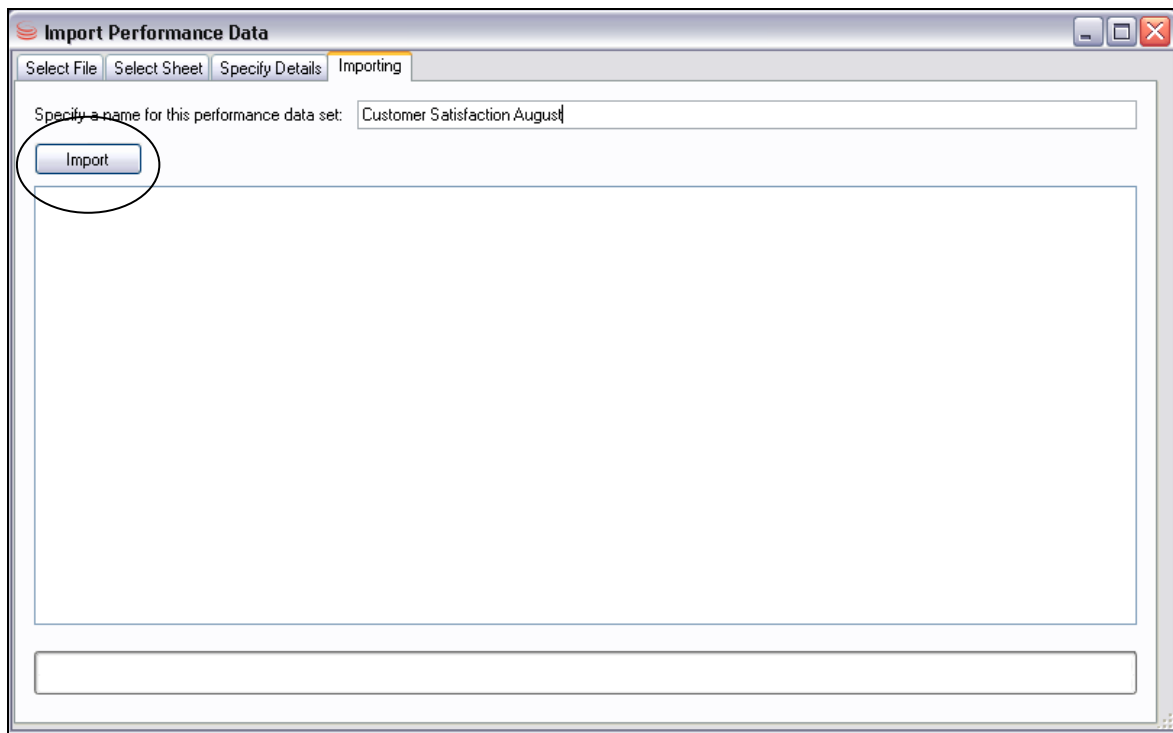
Once the data has been imported close the page and return to the 'SkillsAnalysis' home page.

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.
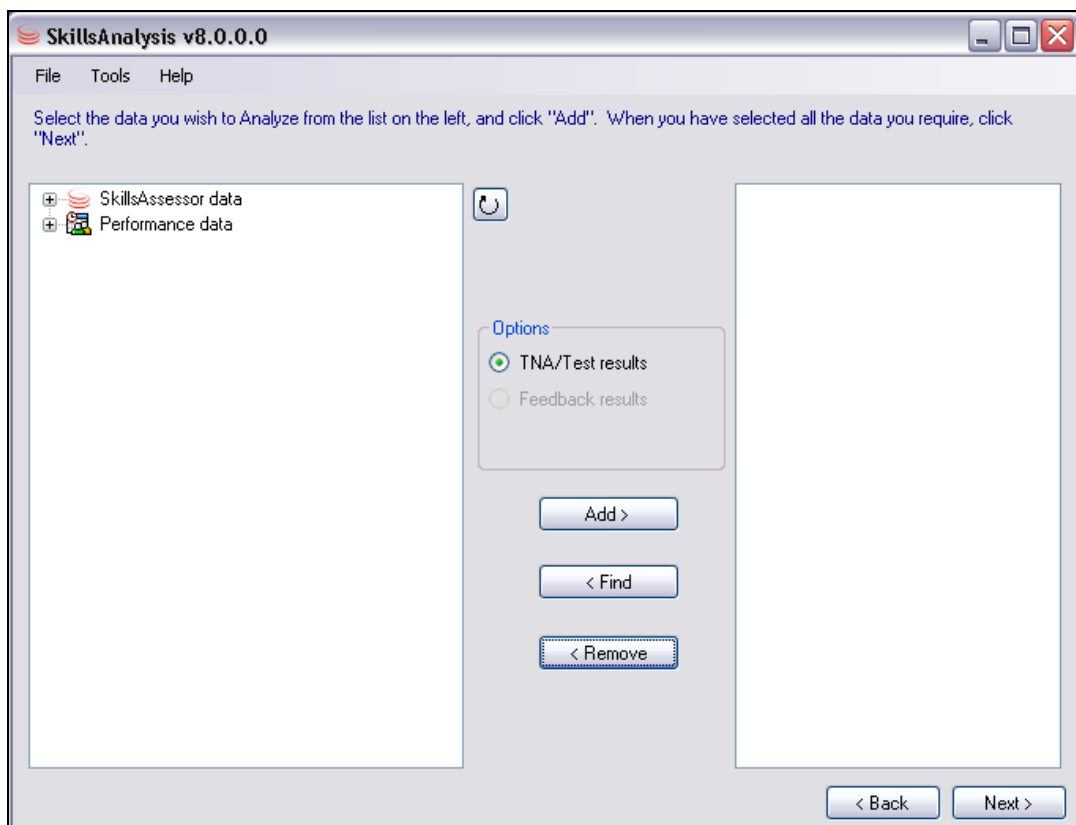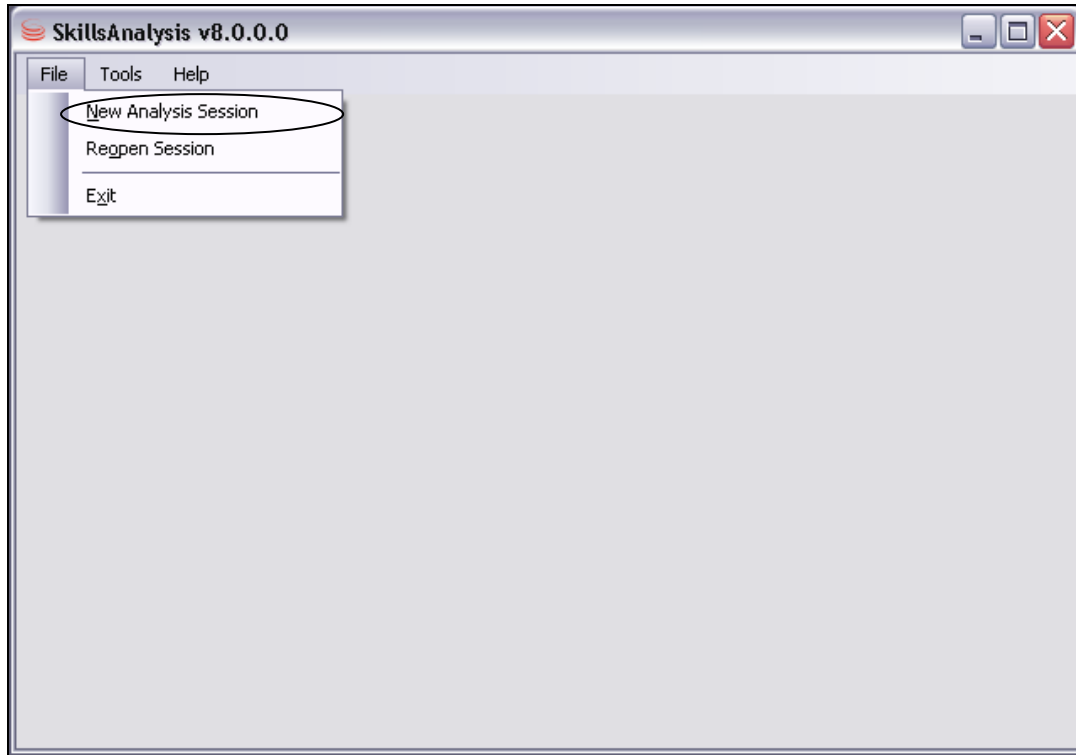
The data sources can be expanded if required as per the example below. For example. if analysis is required at Content level rather than overall assessment level.
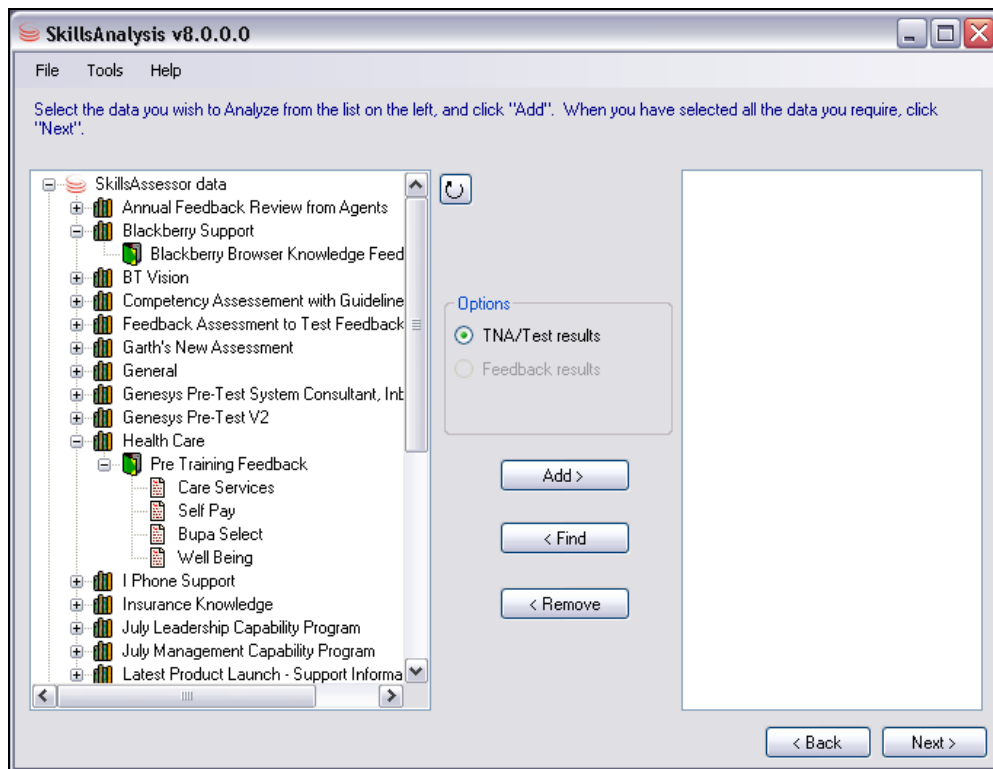
Select the data required data then click on 'Add' or press enter. This will move the data across to the right hand side for analysing.
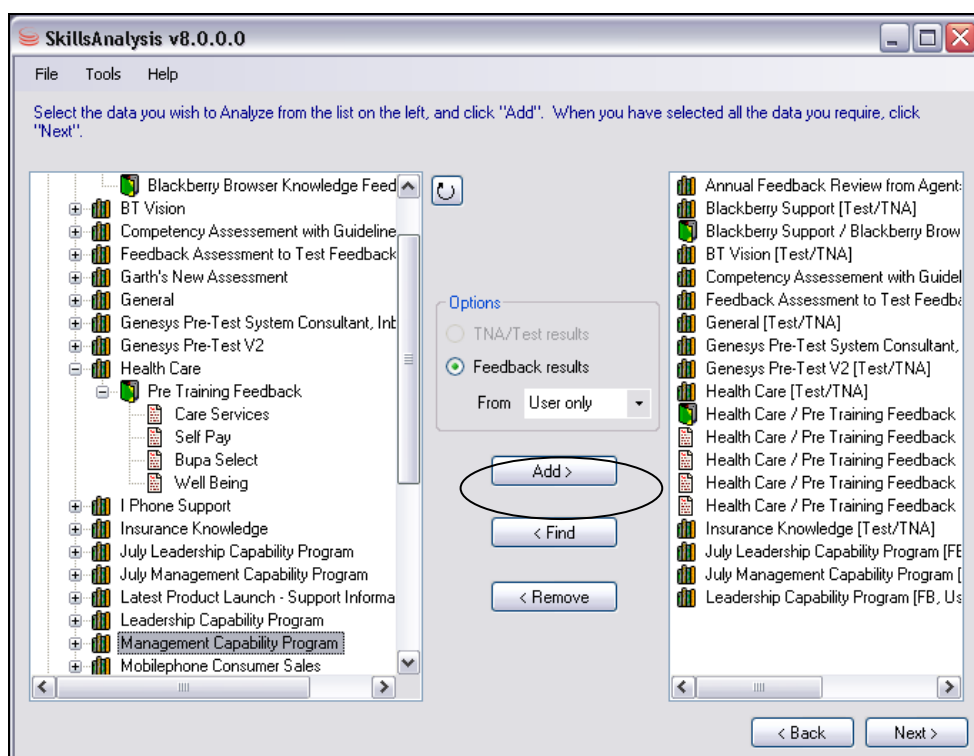
Once all of the data has been selected click on 'Next'.

Select 'Analyze' for the application to analyze the data.
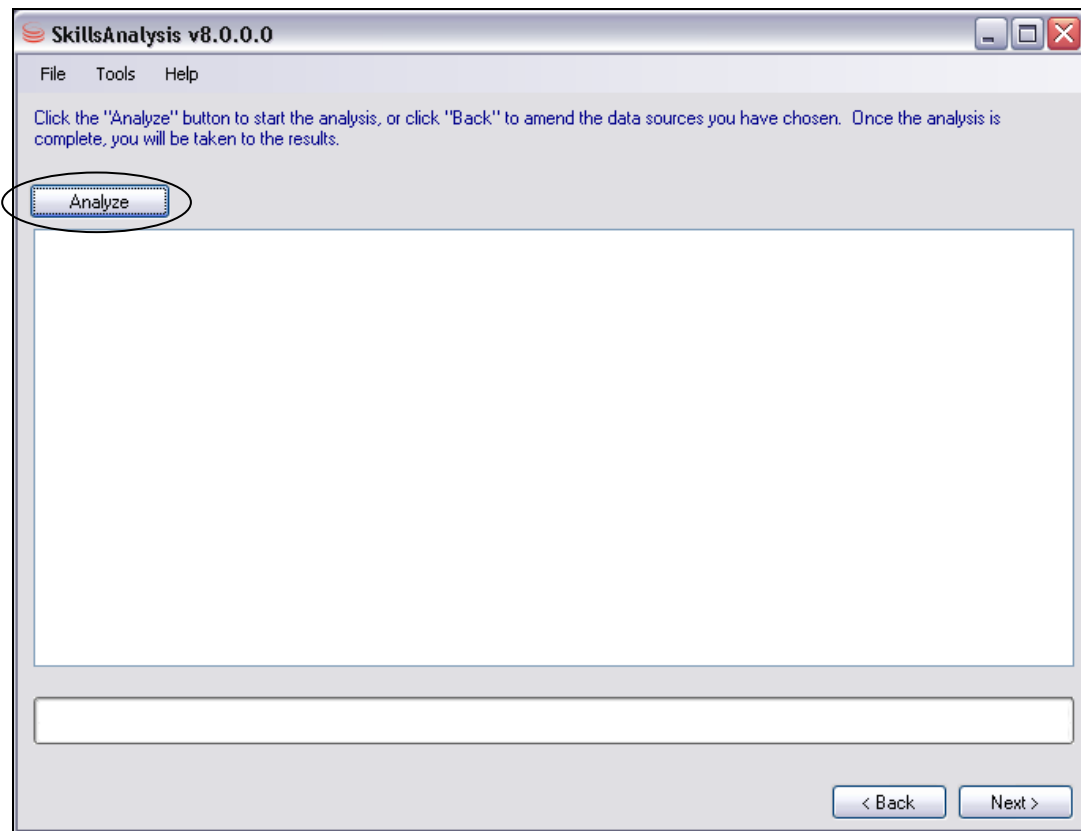
Immediately the analysis has been completed, a report similar to the following will be presented.

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).

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.

Once the analysis has identified training plans can be created.
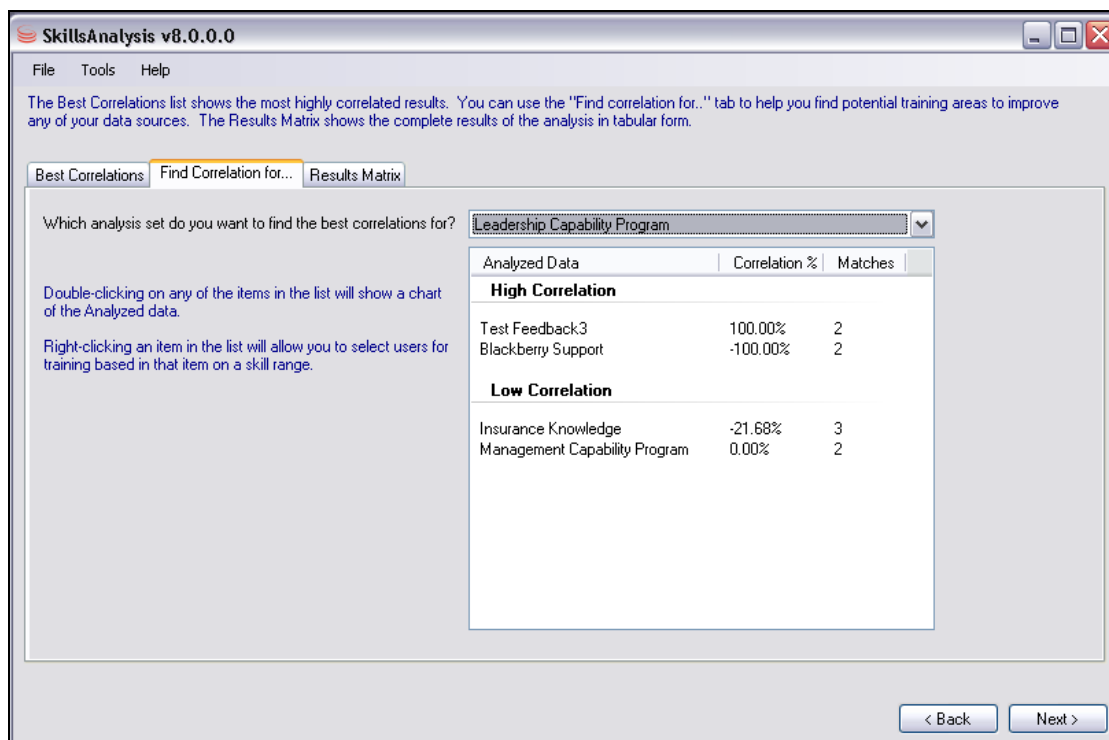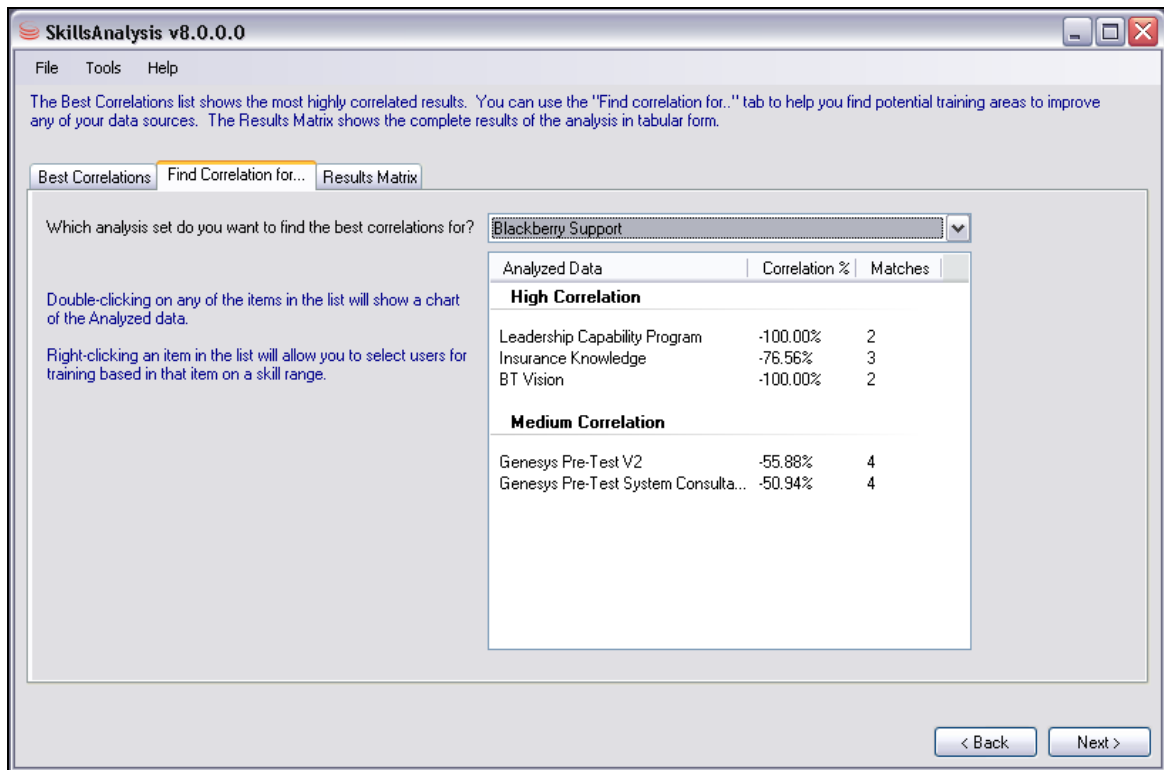
The overall Results Matrix is available to view by clicking on 'Results Matrix'.
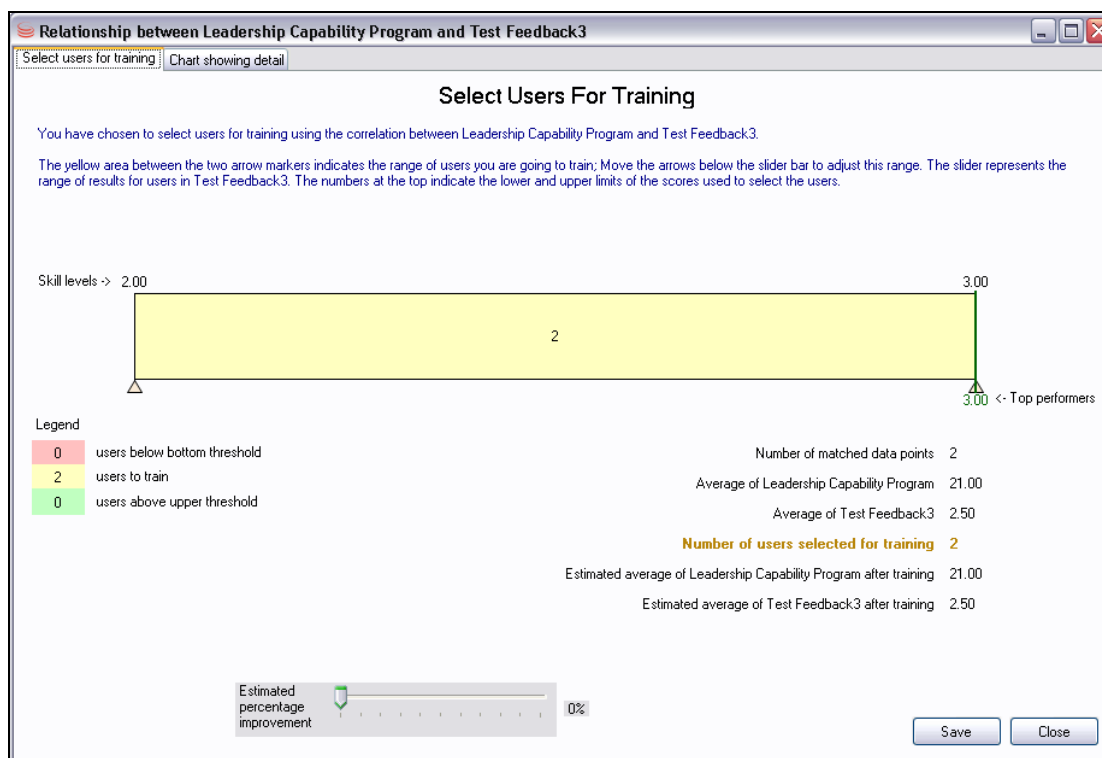
Creating Training Plans

To create a Training Plan, right click on the item within the Correlation Analysis box.
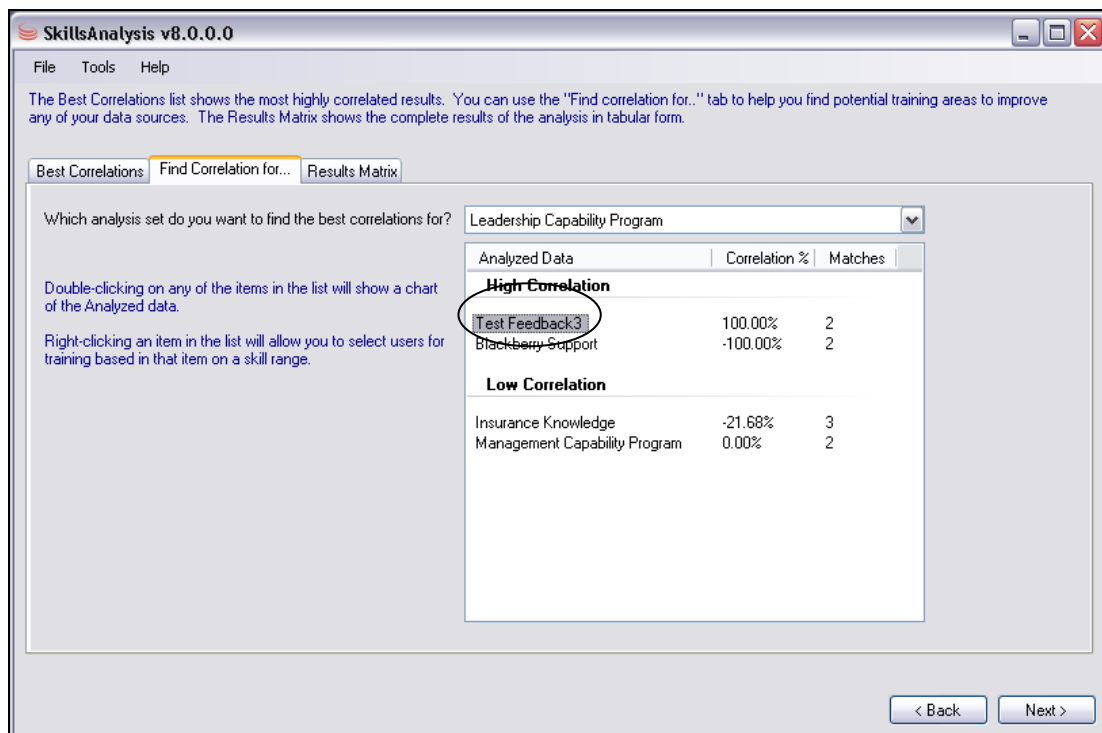
A template similar to the one below will be presented.

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.
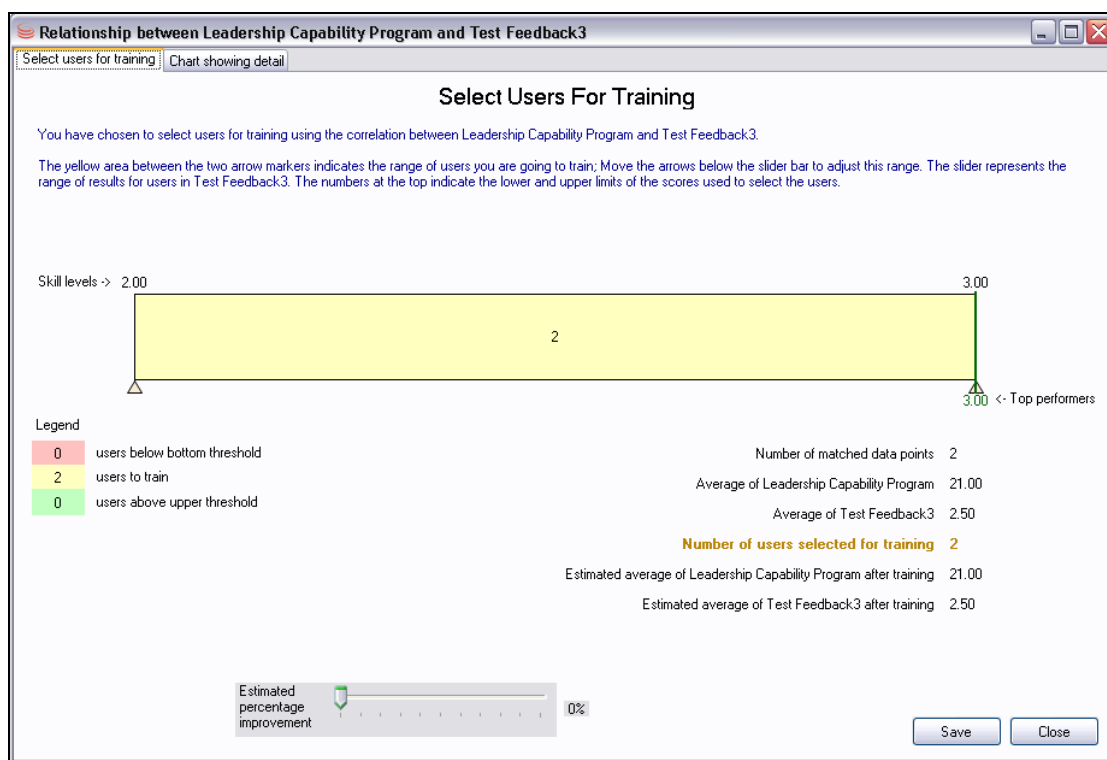
In the example below 1 User has been selected for training and a training plane will now be created.
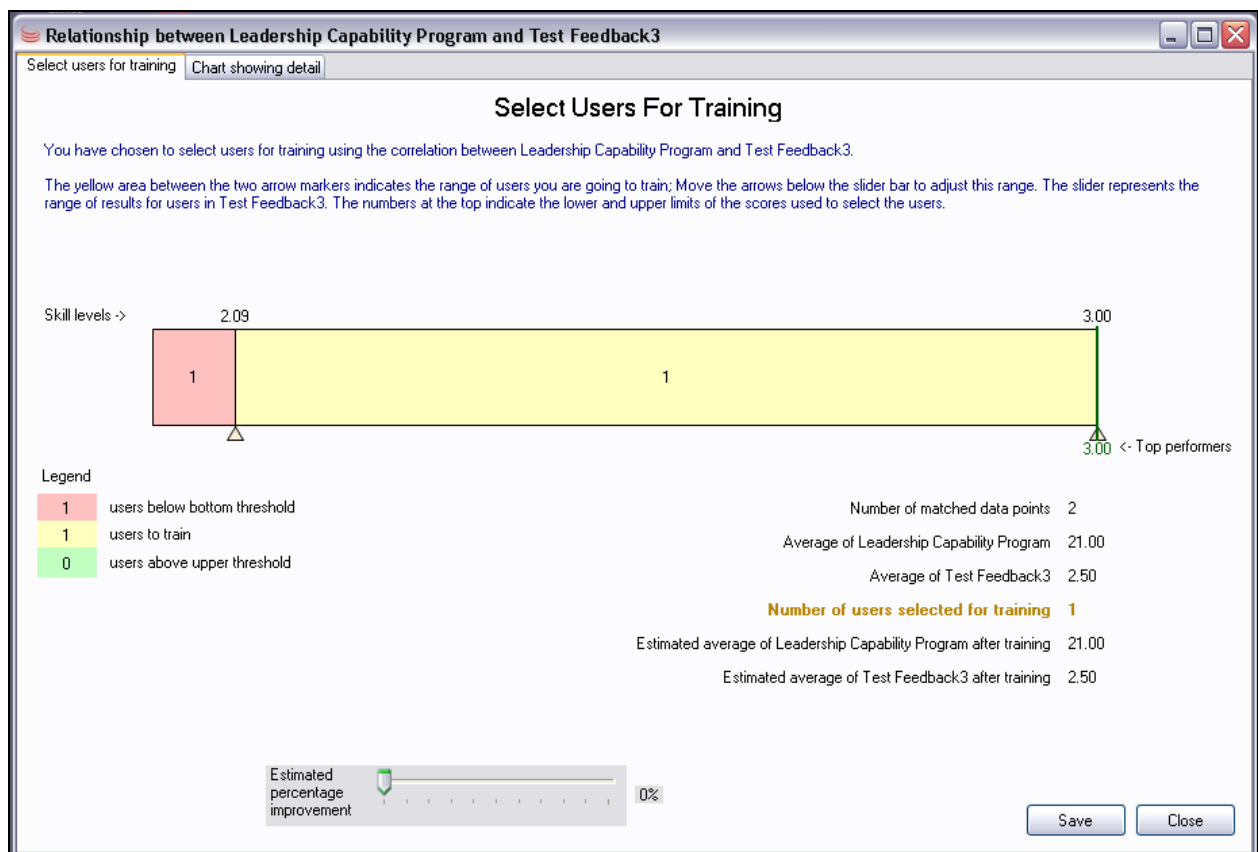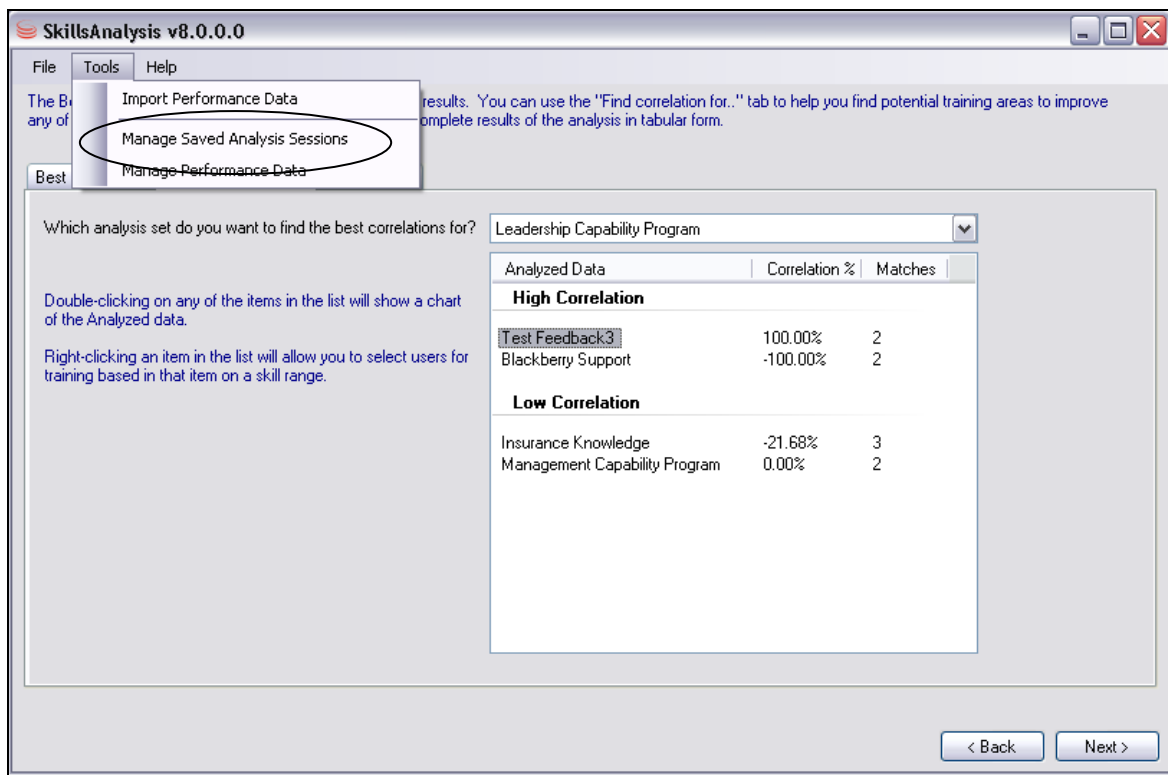
Select 'Save' and a request to enter a name and save the training plan as new or replace an existing plan is then available.
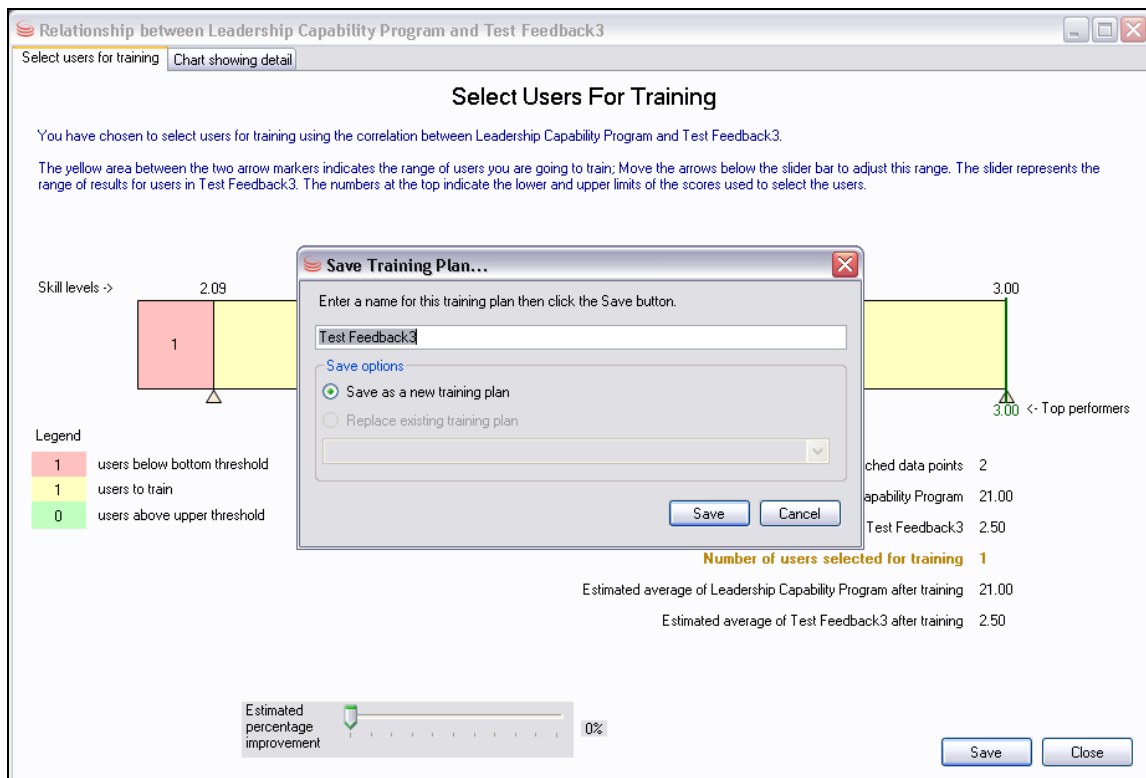

Once the new plan has been saved, select Close.

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'
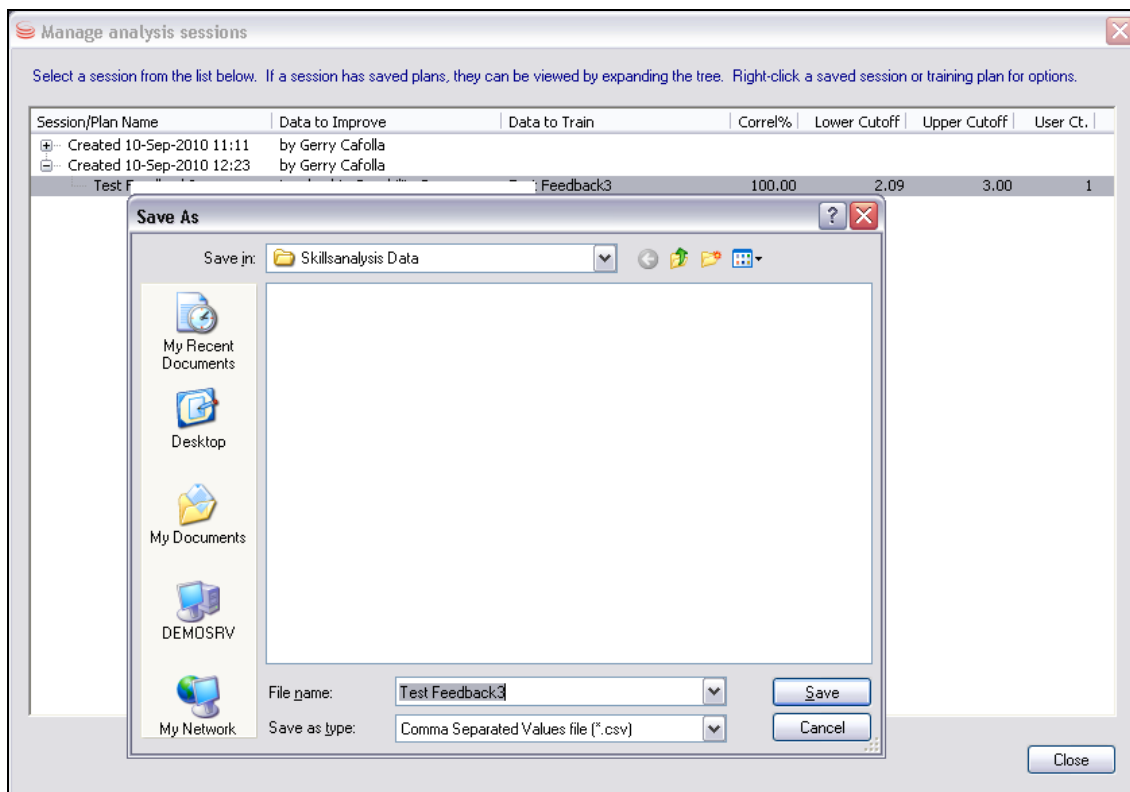
A list of Training sessions will be presented. To select the relevant session expand the session to view all of the Training Plans. Click on 'Close' when finished with this area.
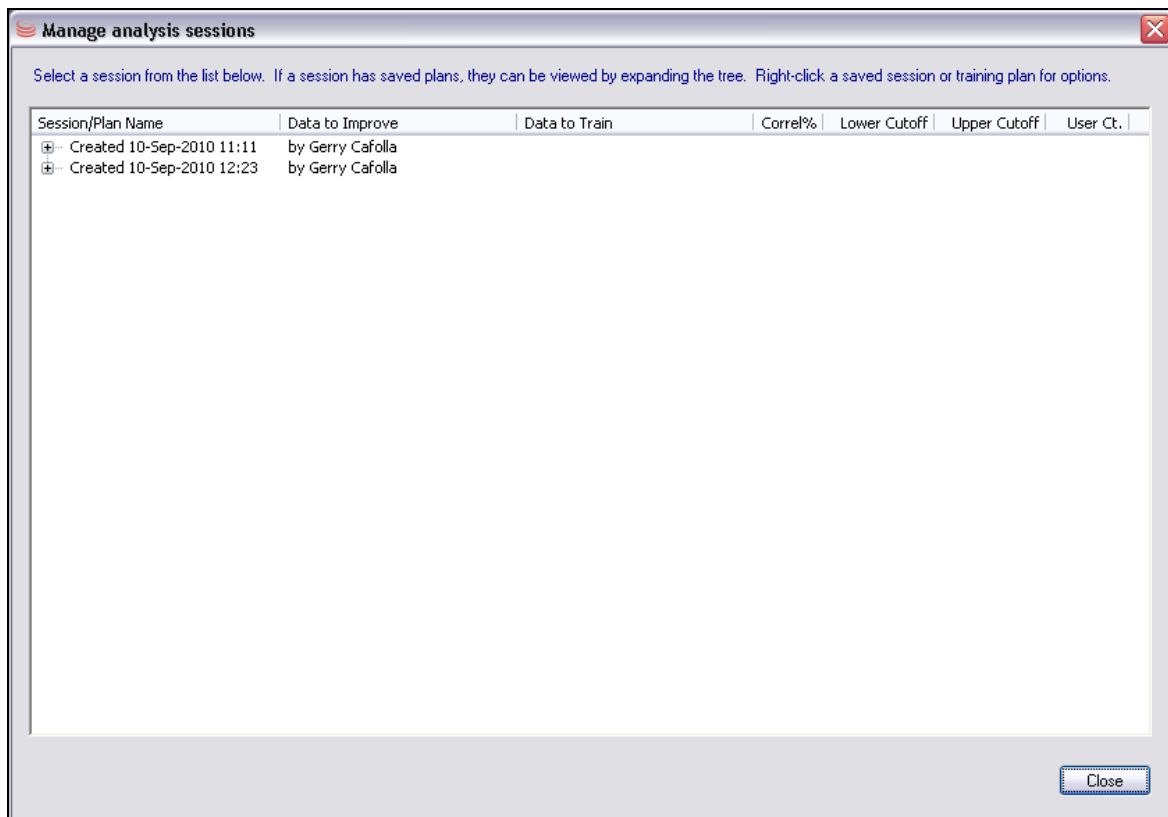
Select the relevant Training Plan by right clicking and selecting 'Export Training Plan' and the export options then become available.
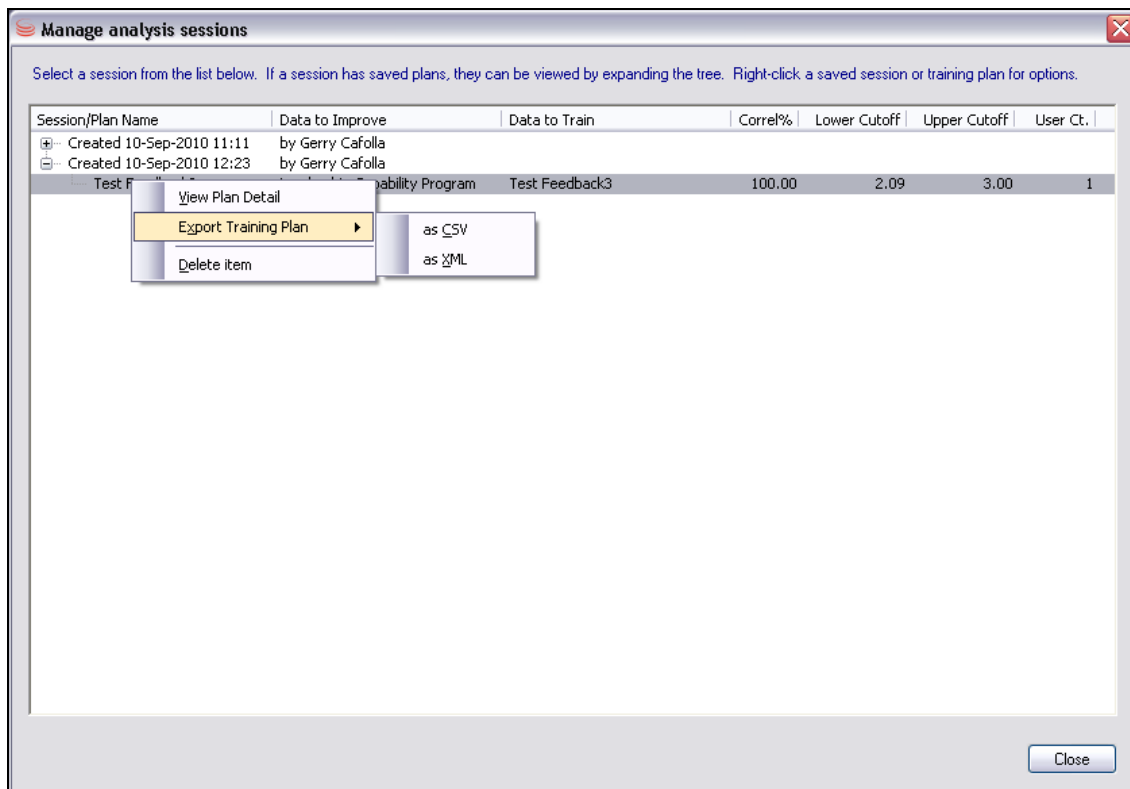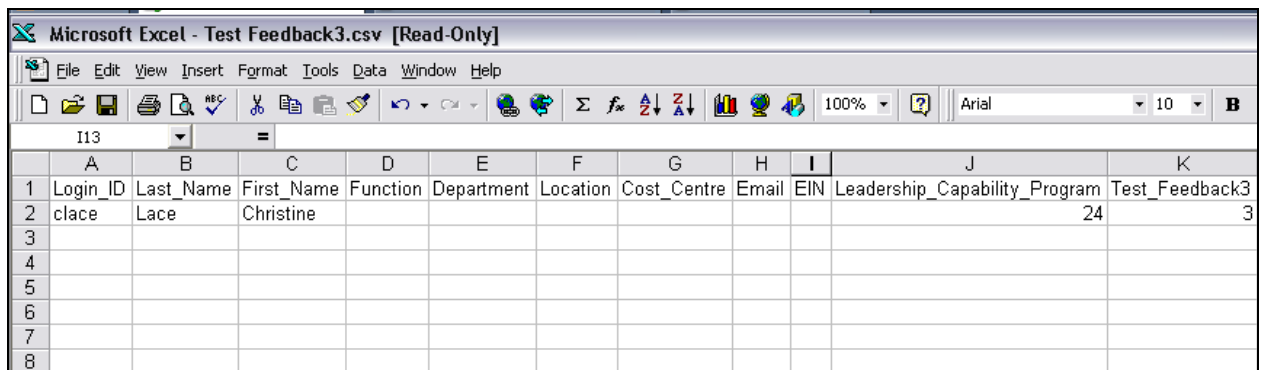

Save the exported spreadsheet.

The application will confirm when the export has been completed.
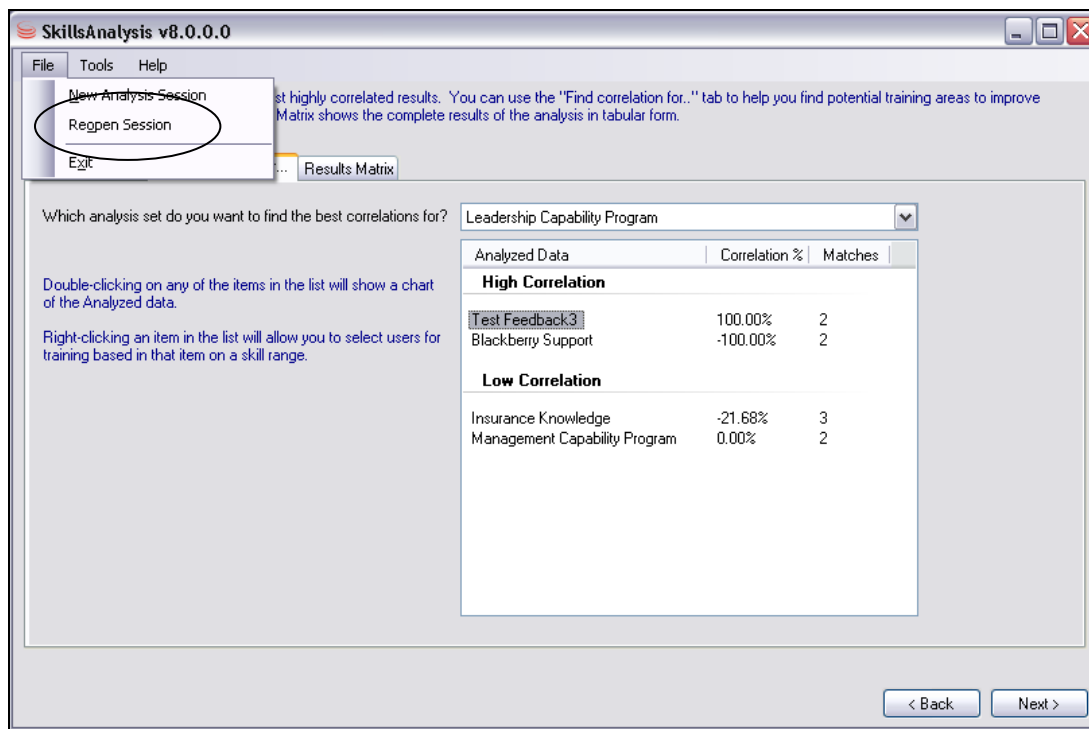
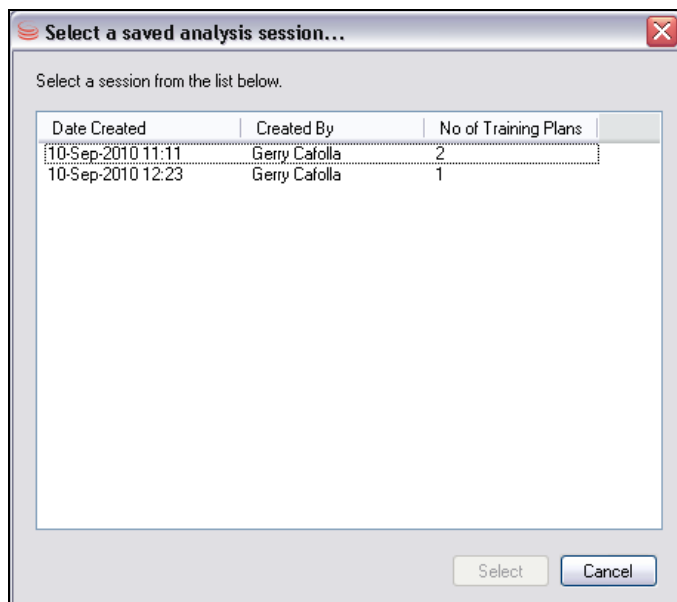The data can then be viewed as per the example below.

These Users can then be scheduled into Training sessions.
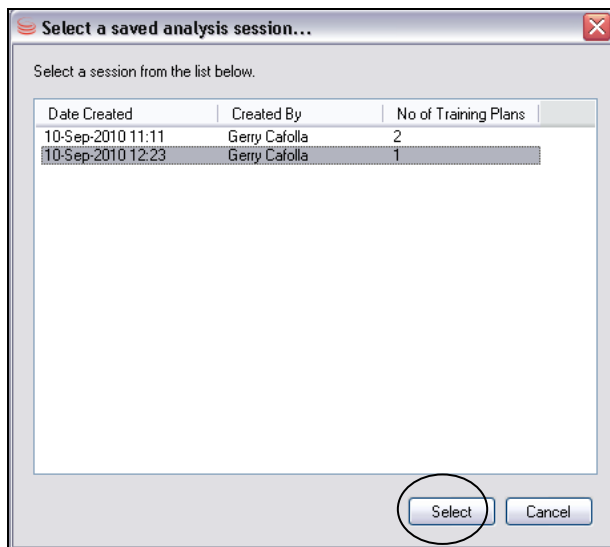
Reopening Sessions

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

Any sessions that are stored will be presented.

Highlight the relevant session and 'select'.

This gives the correlation analysis details within the session.