Genesys Skills Assessor 8.0

User Guide

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Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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Table of Contents

Chapter 1

Preface 5
About Genesys Skills Assessor 5
Intended Audience 6
Making Comments on This Document 6
Contacting Genesys Technical Support 7
Related Documentation Resources 8
Document Conventions 9

Chapter 2

User Guide 13
Logging On 13
Taking an Assessment 15
Question Examples 17
Viewing Results 23
Logging Off 25

Chapter

1 Preface

Welcome to the *Genesys Skills Assessor 8.0 User Guide.* This User 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 centre. 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 centre?
- 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.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

Contacting Genesys Technical Support

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

Region	Telephone	E-Mail
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	support@genesyslab.com.au
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868	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 *Genesys Technical Support Guide* 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	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical 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).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, *x* +1 = 7 where *x* stands for . . .
Monospace font (Looks like `teletype` or `typewriter text`)	All programming identifiers and GUI elements. This convention includes: • The *names* 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	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages in `EventError` events. If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls. Enter `exit` on the command line.

	procedure, or on a command line.	
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **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.	`smcp_server -host <confighost>`

Chapter

2 User Guide

Logging On

The Assessment Module is accessed from either the internet or over the company intranet.

After selecting the application, a screen similar to Figure 1 is displayed (the application may be customized with the company logo displayed in the left hand corner of the screen and a more corporate color displayed).

The application may be accessed directly through the company intranet and therefore not requiring the user to enter their login details. This will however depend on the company security requirements.

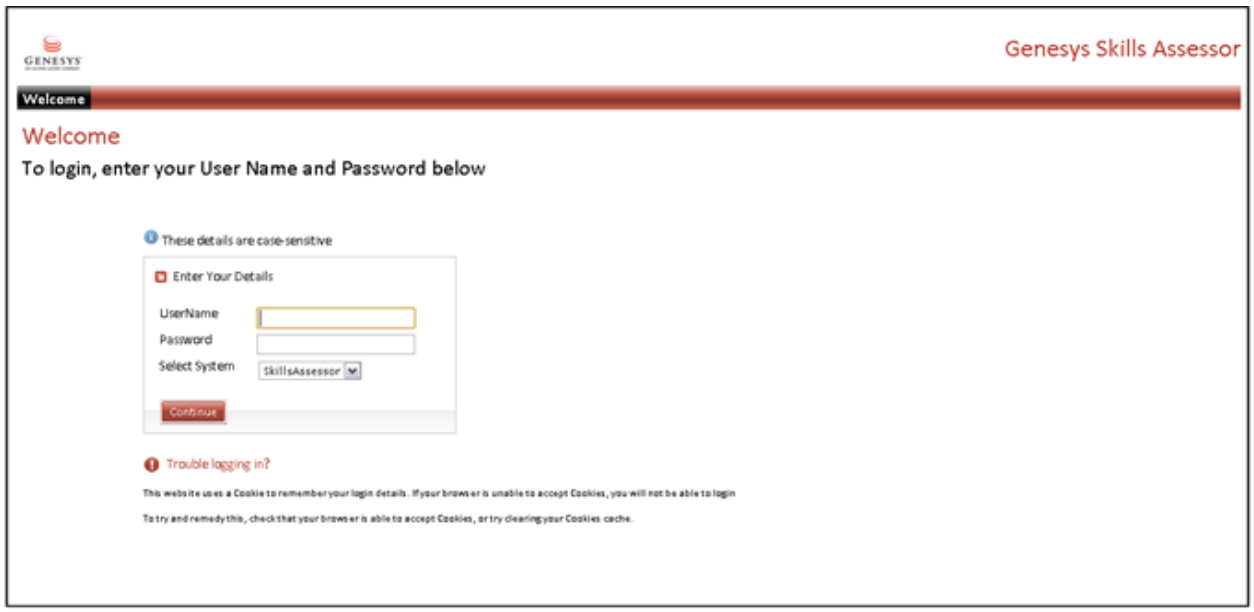

Figure 1: Welcome Dialog Box

After entering the unique username and password click on `Continue` and a `My Development` screen will appear as shown in Figure 2 containing any assessments that have been assigned.

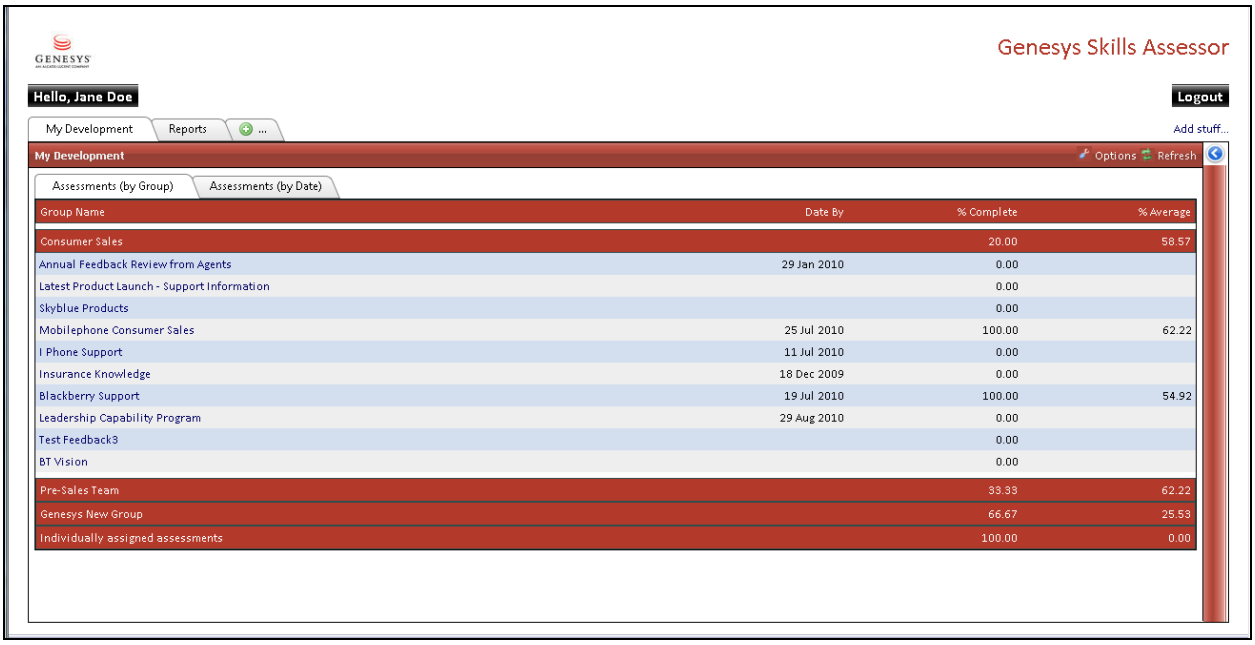

Figure 2: My Development Screen

If any of the assessments have been given a completion date then the date will be listed against the assessment in the Date By column.

Taking an Assessment

Assessments that have been assigned are visible under My Development in the User tab.

Under the Group Name is a list of any assigned assessments.

If the assessments are not visible, click on the Group Name bar which will then expand to reveal if there are any assessments.

Where an assessment has to be completed by a certain date there will be a date under the Date By column.

The % Complete column indicates how close to completion the assessment is.

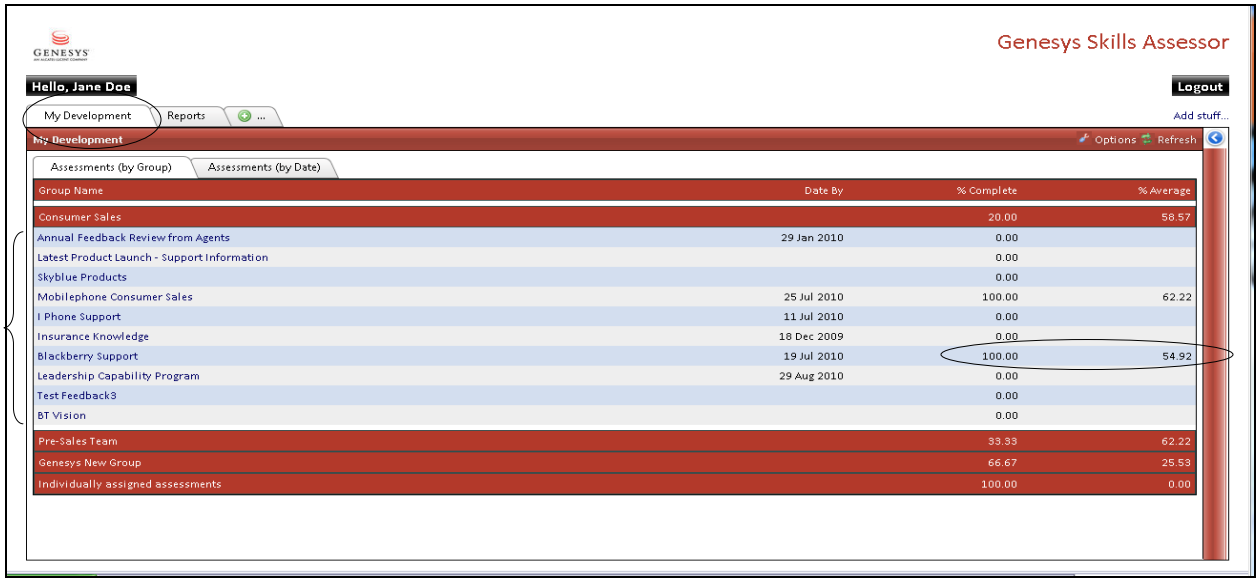

Figure 3: My Development Screen Assessment

To start taking an assessment, click on the assessment name as shown in Figure 4.

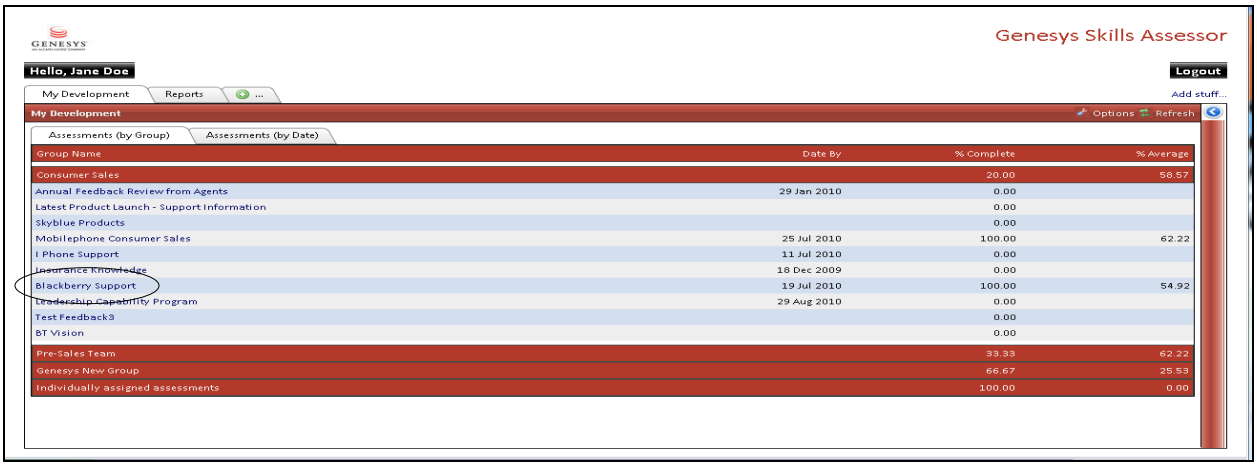

Figure 4: Assessment Name

This will present a screen similar to the example below as shown in Figure 5.

At the bottom of the page is the option to check that any audio can be heard. Click on the button.

In this example there is a document that must be read before the assessment can be taken. Click on the `Please View Before Accessing the Test`. The application will not allow the assessment to be taken before the document has been selected.

After clicking on the link the document will be presented. Once the document has been read, close it using the `x` in the right hand corner. The home page will then be presented again, as per the example below as shown in Figure 5.

When ready to take the assessment click on `Start`.

The option to close the assessment at this stage is available by clicking on `Close`.

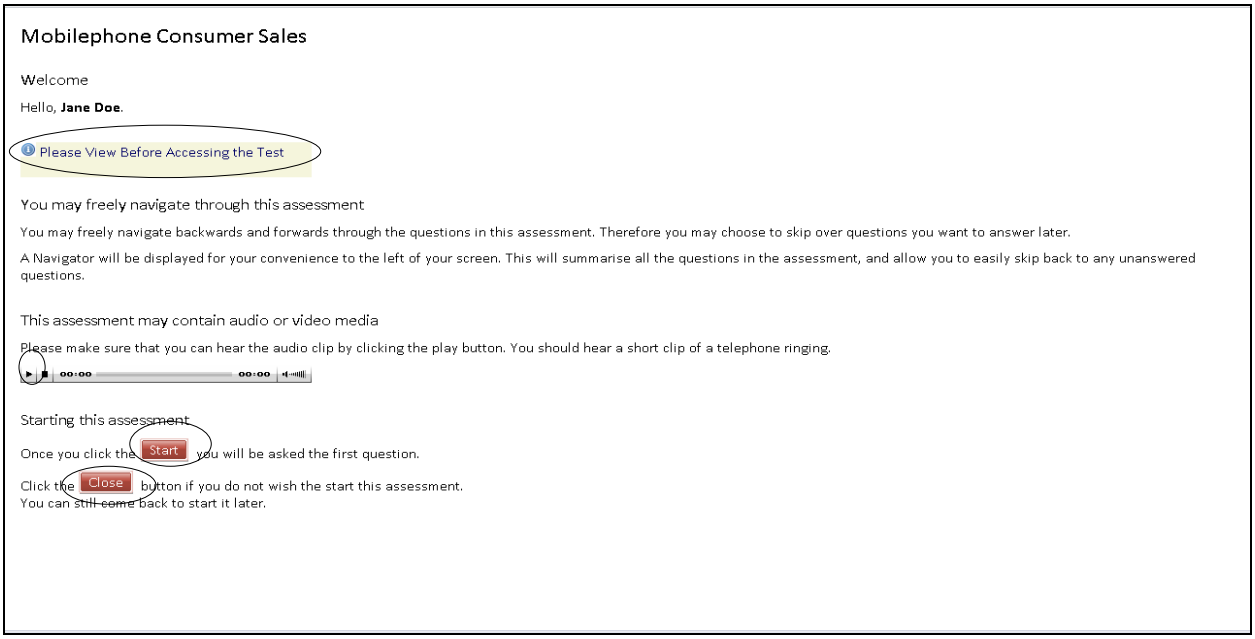

Figure 5: An Example of an Assessment

Question Examples

There are different types of assessments and questions. If the Navigator appears at the left hand side, then questions can be selected for answering by clicking on the question.

If the assessment is timed then the time allowed will be displayed in the top right hand side of the window.

Follow the instructions for each of the questions and after selecting the answer click on `Next` to move to the next question. If the Navigator is available then the questions can be selected be clicking on the boxes or question text, instead of selecting `Next` as shown in Figure 6.

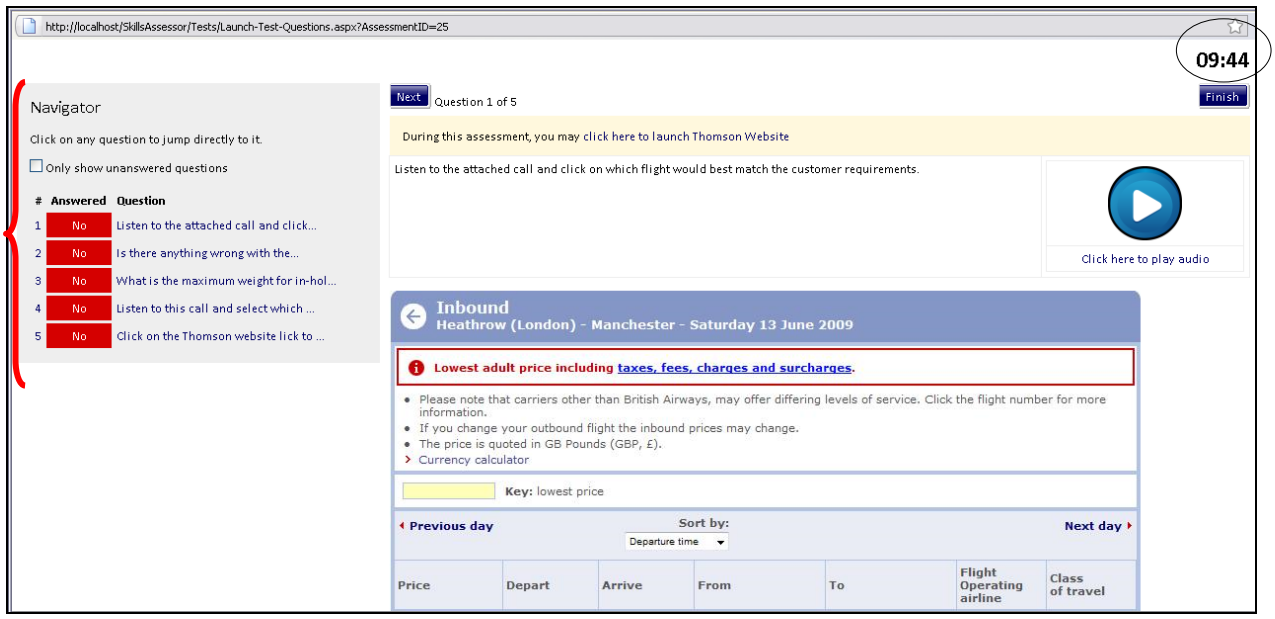

Figure 6: The Navigator Screen

After each question has been completed, the Navigator will be updated (if available) to indicate which questions have been completed as shown in Figure 7.

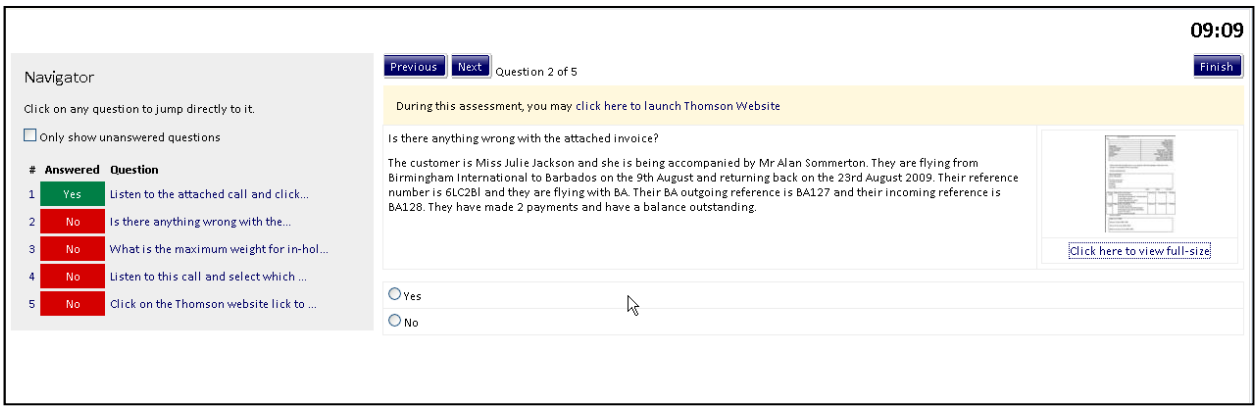

Figure 7: Completed Questions in The Navigator

In this example the question has an image attached. Click on `Click here to view the full image` and the image will be presented in full screen, similar to the example below as shown in Figure 8.

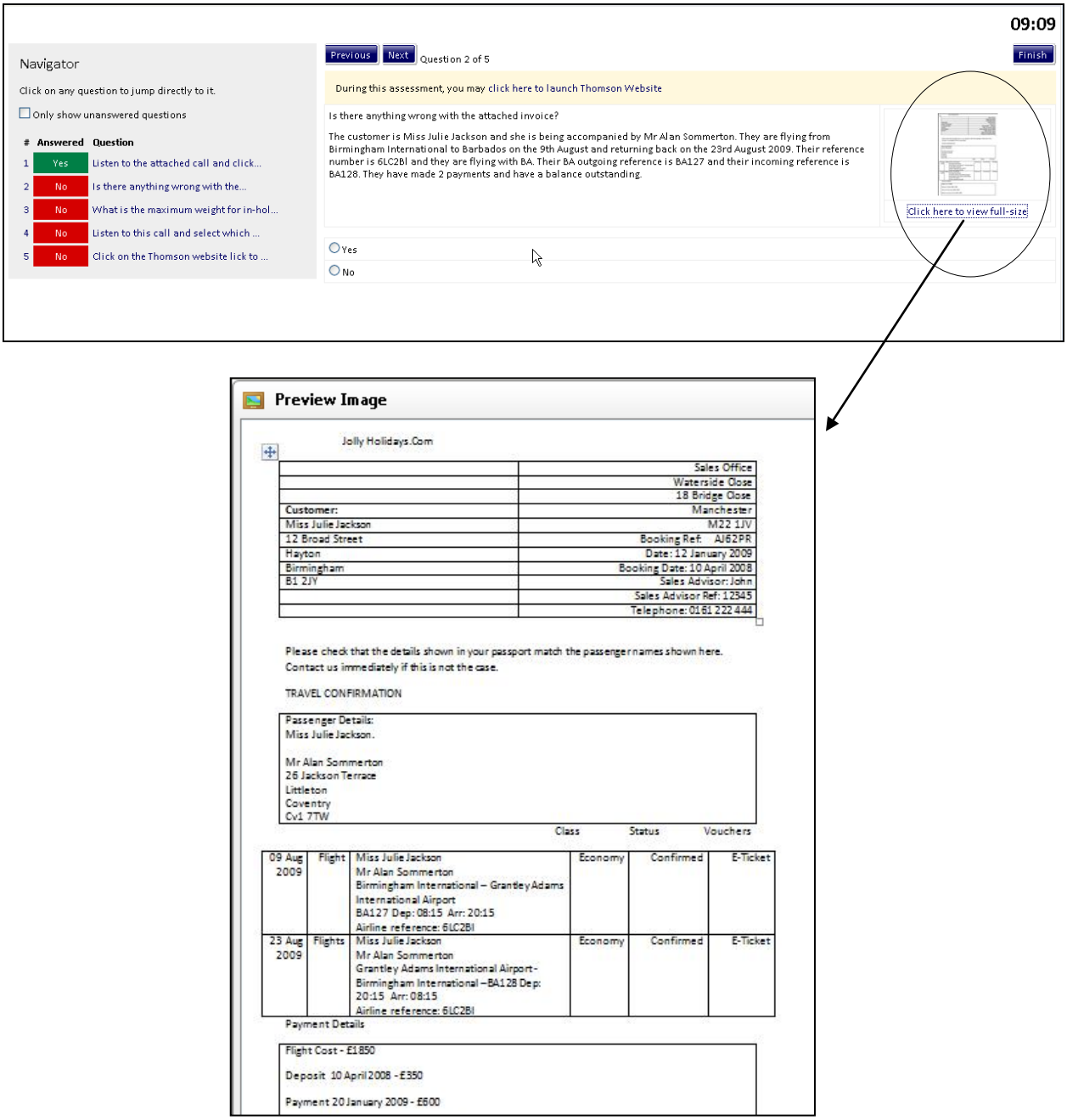

Figure 8: The Navigator with Image Attached

In this example there is media attached as shown in Figure 9. To listen to it click on the Play button.

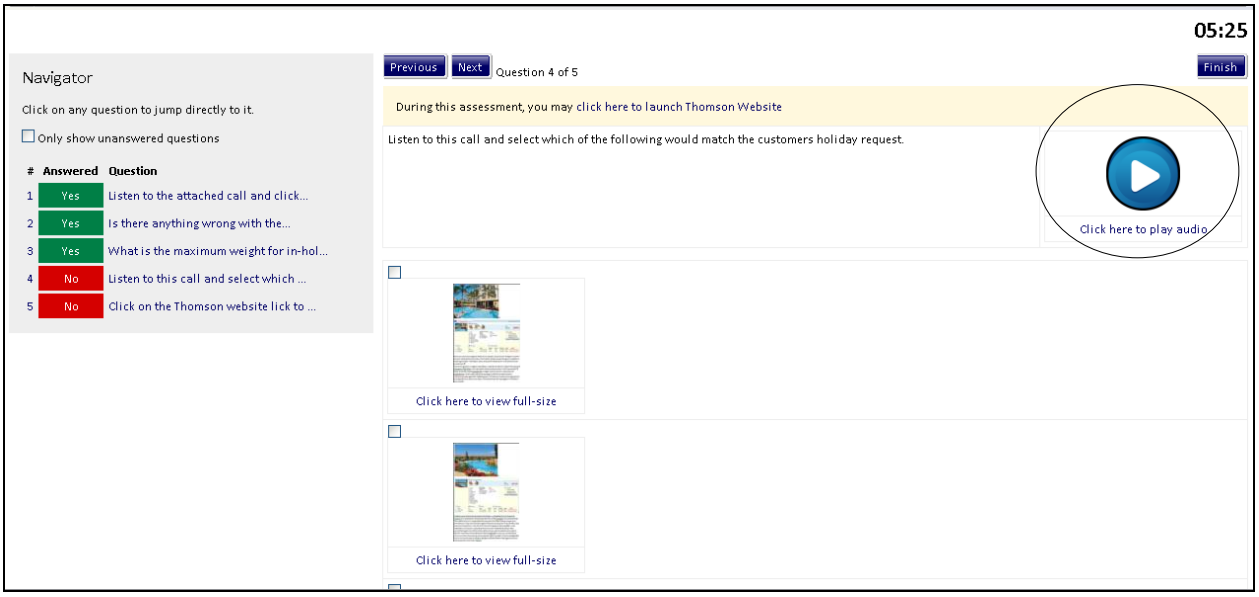

Figure 9: Navigator with Media Attached

This will present an image as per the example below as shown in. Click on the Play button in the middle of the headphones to listen to the attachment.

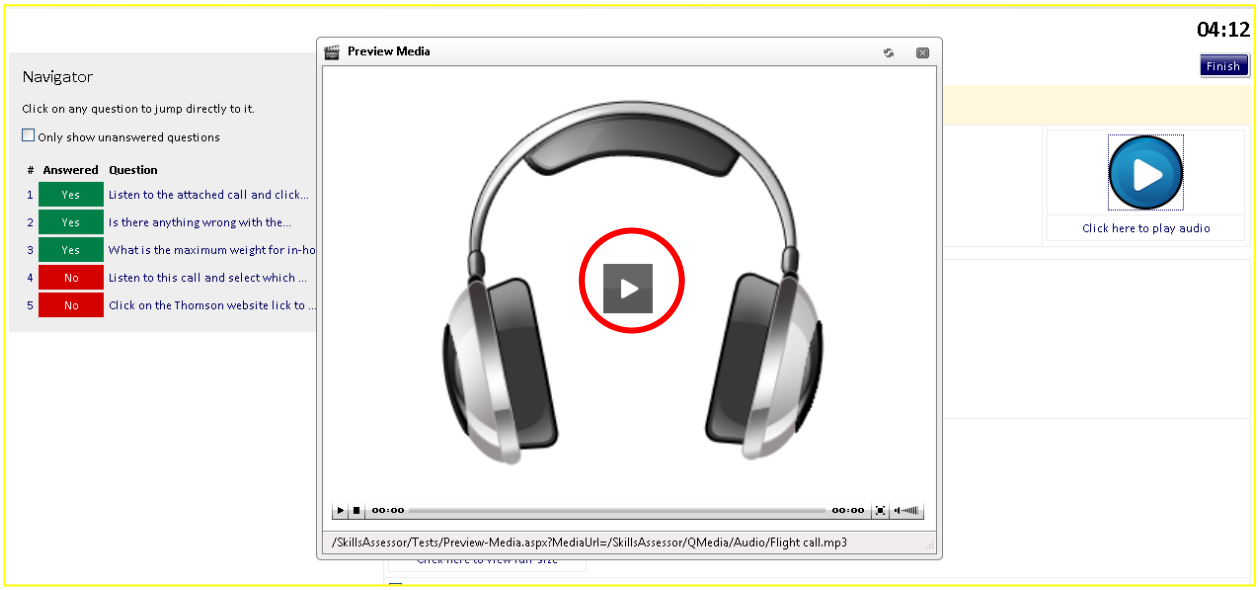

Figure 10: Listening to the Attachment

The answer then needs to be selected from the answers available. Click the button at the left hand side to select the answer.

In this example as shown in Figure 11 there is the option to access a website. By clicking on the link this will present the website.

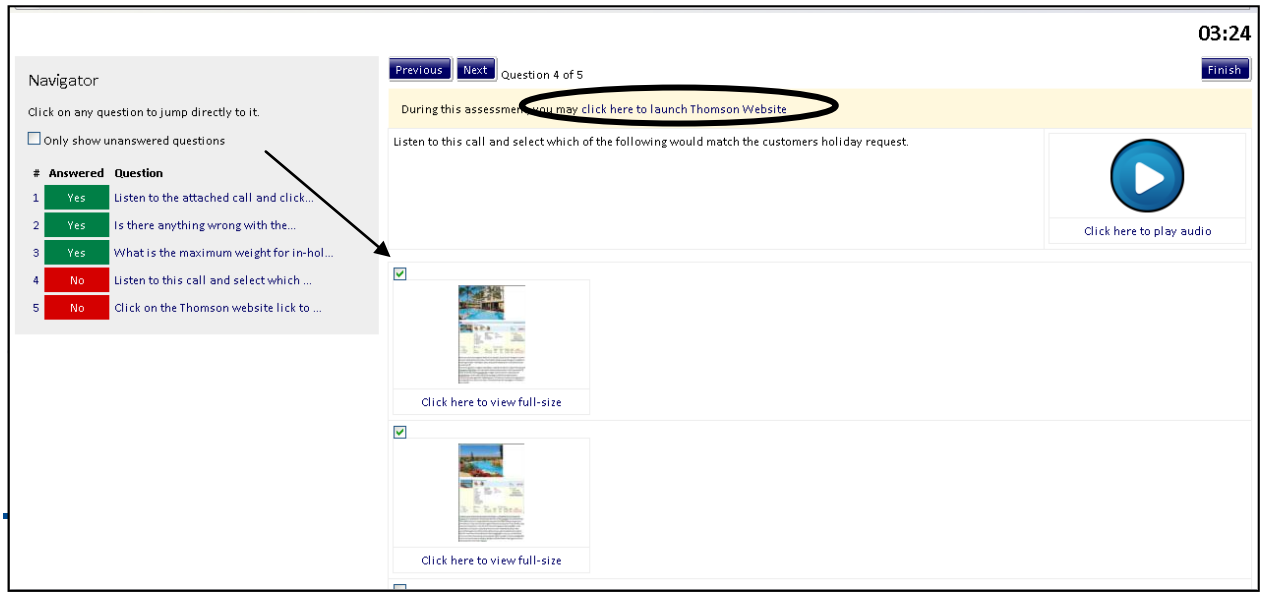

Figure 11: Navigator with Website Link

Once the assessment has been completed, click `Finish` to close the assessment.

Notification that the assessment has been completed is presented as per the example below as shown in Figure 12. Follow the instructions to close the window.

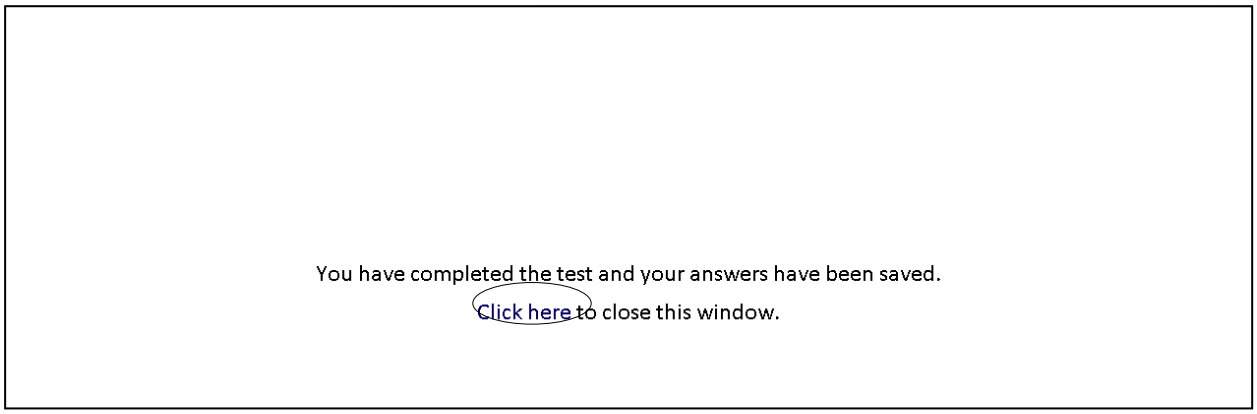

Figure 12: Assessment Finished

Questions similar to the example below as shown in Figure 13 may also be included.

When this type of question is presented, select the relevant rating by clicking in the radio button as shown in.

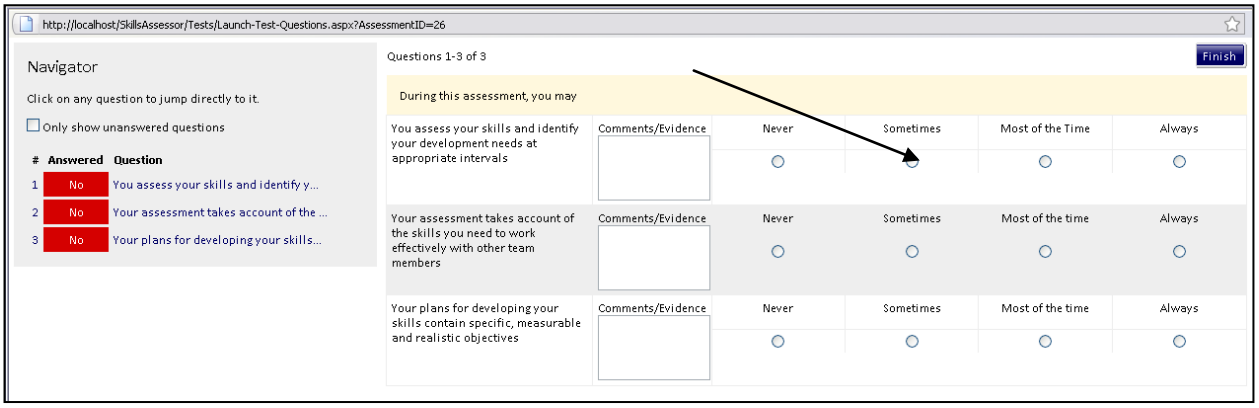

Figure 13: An Example of the Type of Questions Asked

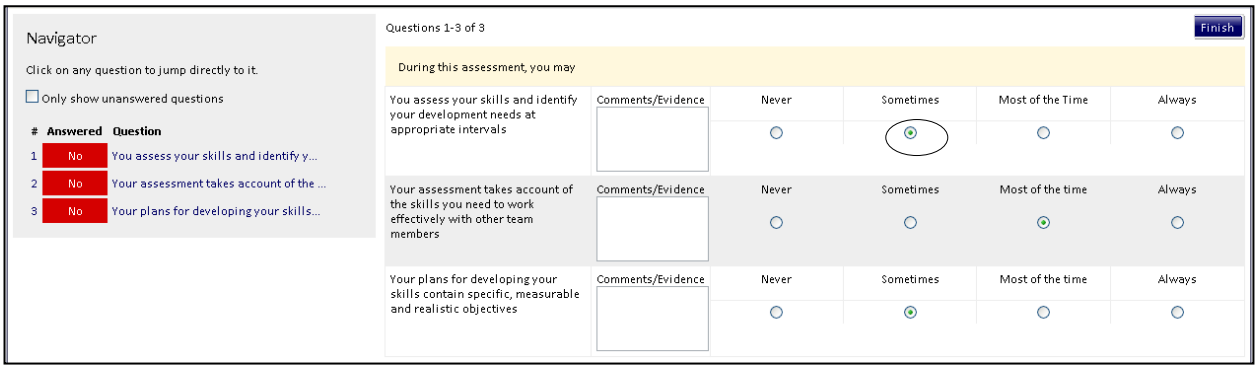

Figure 14: An Example of the Radio Button

Once the assessment has been completed the `My Development` window will be updated to show that the assessment has been 100% completed and the assessment result will appear at the right hand side under `%Average` as shown in Figure 15.

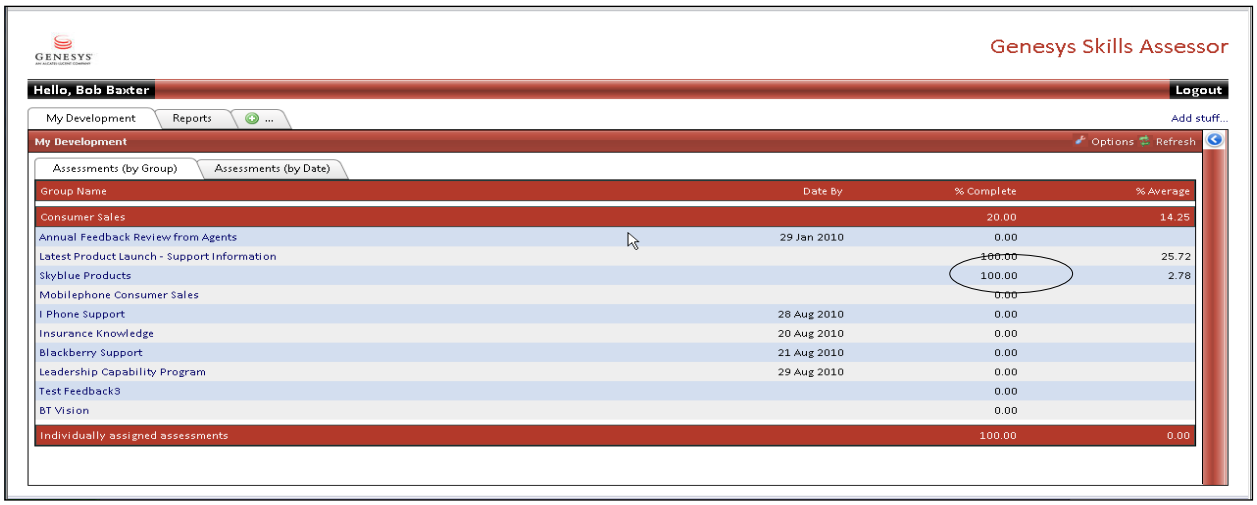

Figure 15: Assessment 100% Completed

Viewing Results

To view the results of any completed assessments, select the `Reports` tab.

A window similar to the example below as shown in Figure 16 will be displayed. Click on the required user in the left hand window.

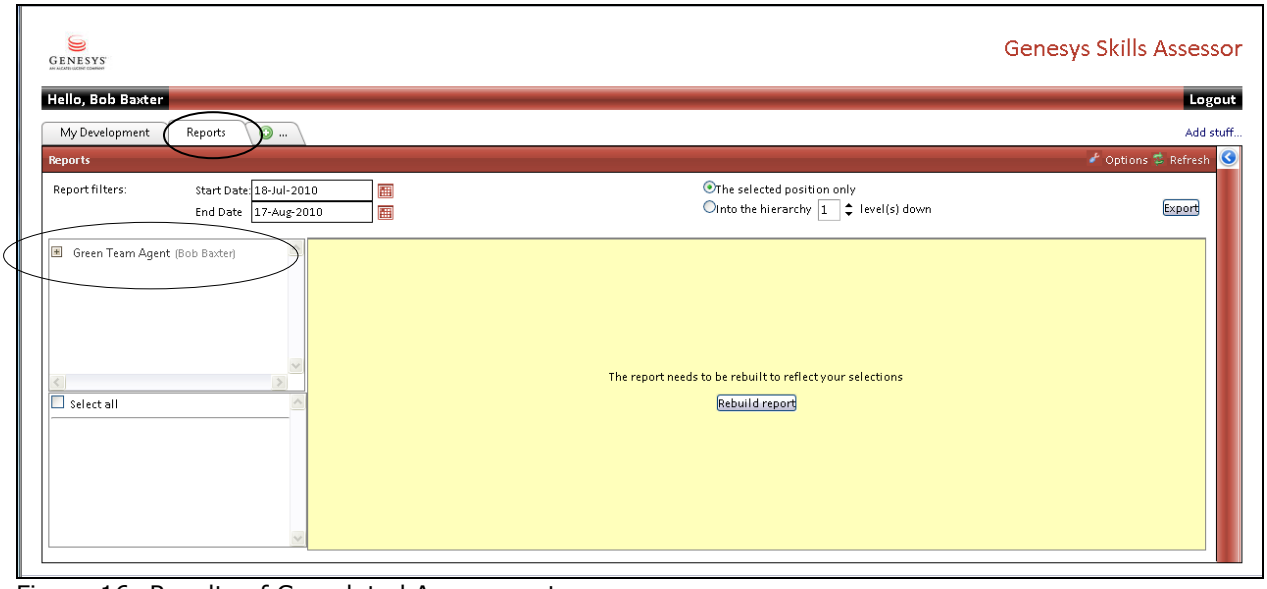

Figure 16: Results of Completed Assessment

This will then reveal a list of assessments that have been completed and these can be filtered by date range as shown in Figure 17.

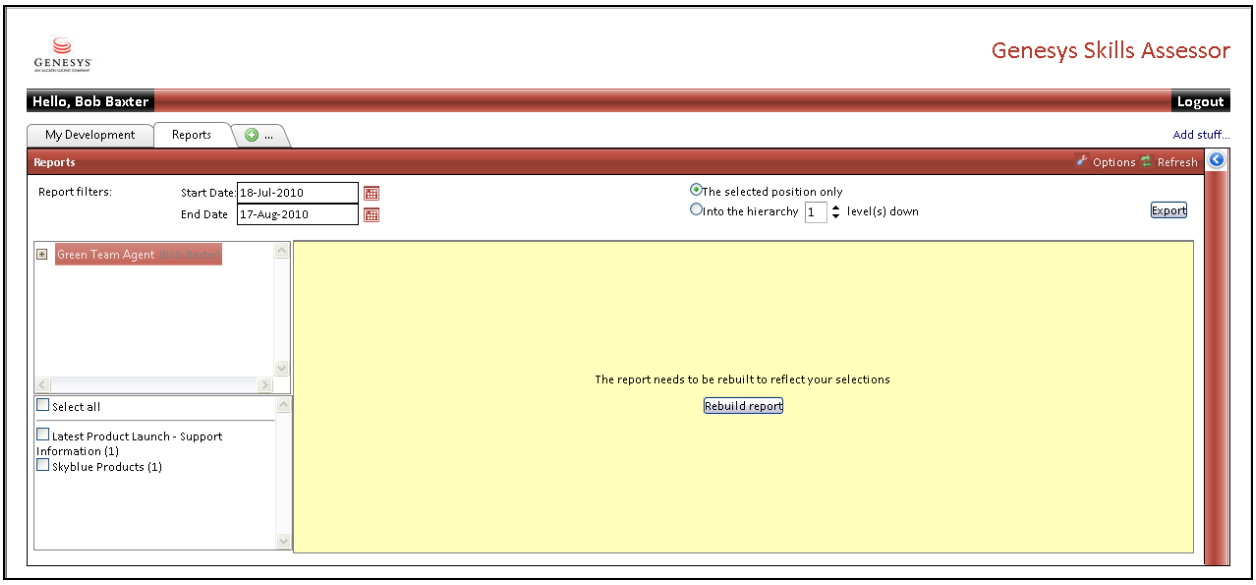

Figure 17: List of Completed Assessments

After selecting `Rebuild report` the information will be presented as per the example below. Click on the assessment name to expand and view any lower level results as shown in Figure 18.

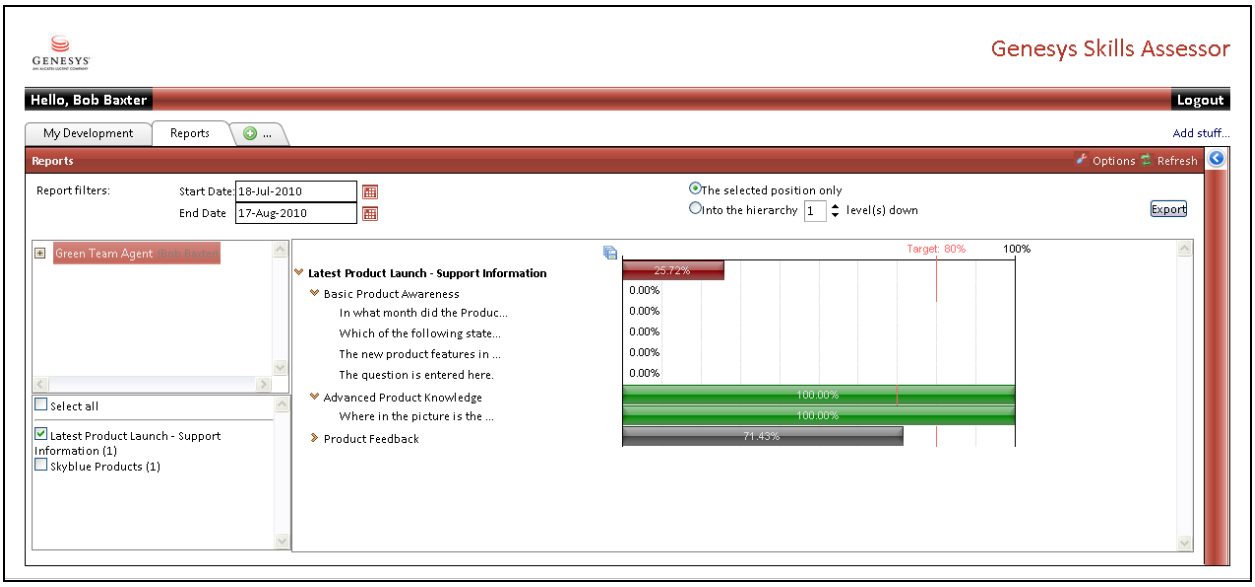

Figure 18: Lower Level Results

Logging Off

Once the assessments have been completed, return back to the `User` tab and select `Logout` to close the application as shown in Figure 19.

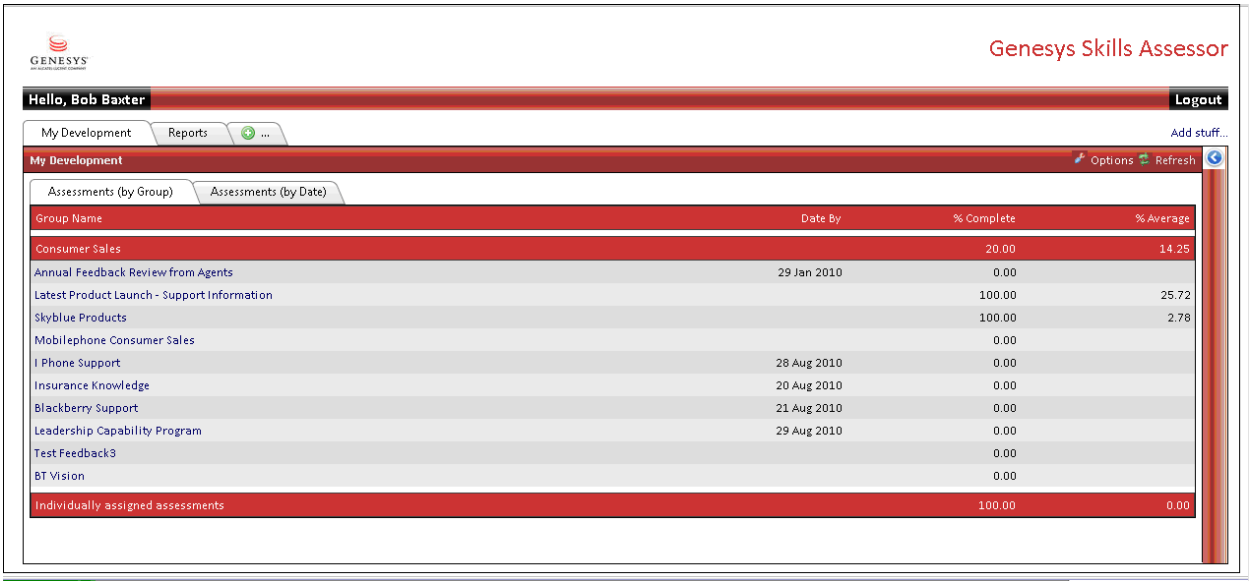

Figure 19: Logout Screen