



Genesys Skills Assessor 8.1

Administrator Guide

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

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Preface

Welcome to the *Genesys Skills Assessor 8.1.1 Administrator 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 8.1.125 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 6.

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 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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Contacting Genesys Technical Support

If you have purchased **support directly from Genesys**, see the [Contact Information](#) on the Tech Support website. Before contacting technical support, refer to the [Genesys Care Program 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.

- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.

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.



Chapter

1 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'.

A screenshot of the Genesys Skills Assessor login interface. The page has a white background with a red header bar at the top. The header bar contains the Genesys logo on the left and the text 'Genesys Skills Assessor' on the right. Below the header, the word 'Welcome' is displayed in a small, bold, black font. Underneath 'Welcome', the text 'To login, enter your User Name and Password below' is shown. A central login form is enclosed in a light gray border. Inside the form, there is a red square icon with a white 'i' followed by the text 'These details are case-sensitive'. Below this, the text 'Enter Your Details' is displayed. The form contains three input fields: 'Select Tenant' (a dropdown menu with 'Genesys Skills Assessor' selected), 'Login ID', and 'Password'. A red 'Continue' button is located at the bottom of the form. Below the form, there is a red square icon with a white 'i' followed by the text 'Trouble logging in?'. Below this, a small paragraph of text explains that the website uses cookies to remember login details and provides instructions on how to resolve login issues if the browser is unable to accept cookies.

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.

The screenshot shows the Genesys Skills Assessor interface. At the top, the Genesys logo is on the left, and 'Genesys Skills Assessor' is on the right. Below the logo, a greeting 'Hello, Gerry Cafolla' is displayed next to a 'Logout' button. A navigation bar contains several tabs: 'My Development' (highlighted with a red circle), 'Reports', 'Manage Groups & Users', 'System Settings', and 'Manage Assessments' (also highlighted with a red circle). Below the navigation bar, the 'My Development' section is active, showing a table of assessments. The table has columns for 'Group Name', 'Date By', '% Complete', and '% Average'. The first row is 'New Starters Q4 2009' with 41.18% complete and 0.00% average. The second row is 'Insurance Knowledge' with 41.18% complete and 0.00% average. Other rows include 'Consumer Sales', 'Mortgage Selling', 'Pre-Sales Team', 'Health Care New Starters', 'Skills Mauritius', 'Genesys New Group', 'NHS', 'Test Group', and 'Individually assigned assessments'. To the right of the table, there is a sidebar with a 'My Development' widget. A red arrow points from a text box to the expand/collapse icon in the sidebar. The text box says: 'Expand or reduce the window to view the available functionality'.

Group Name	Date By	% Complete	% Average
New Starters Q4 2009		41.18	0.00
Insurance Knowledge		41.18	0.00
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

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 My Development which has the My Development widget associated with it.

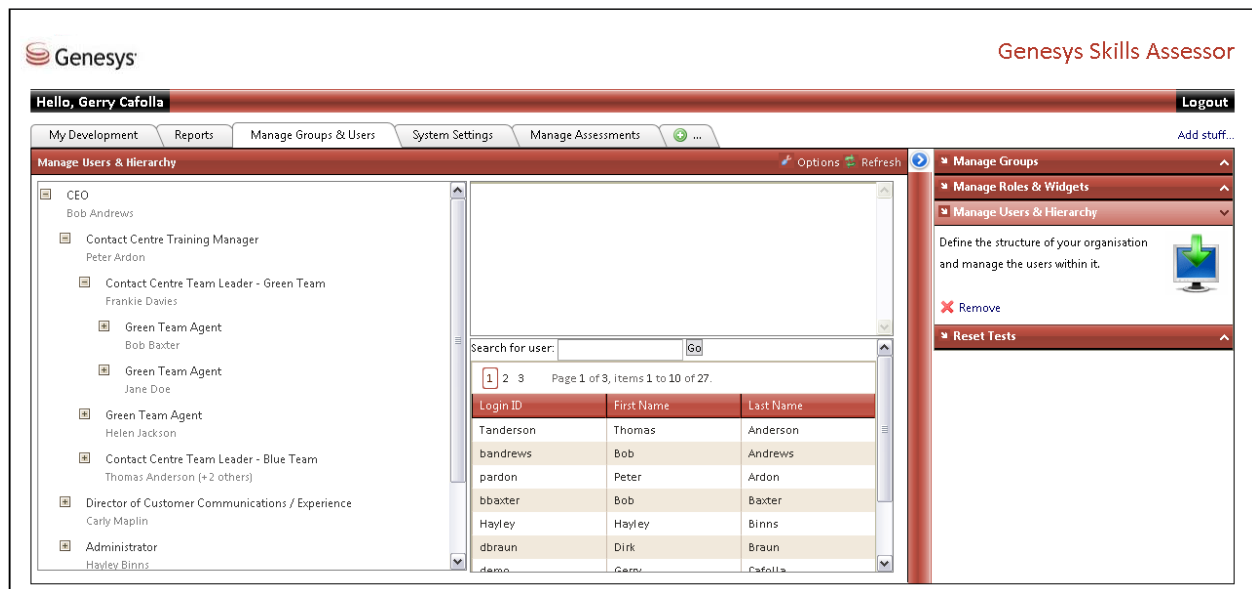
The application has been developed to allow the user the flexibility to individually customize their home page.

Manage Hierarchy

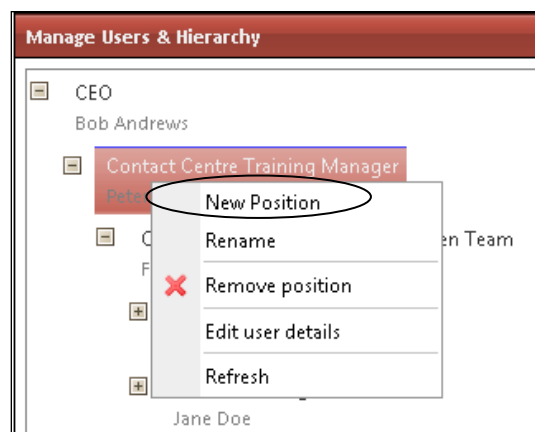
If the hierarchy is maintained through integration into a HR system or by importing data, there will be no requirement to manually make any changes as this will be managed automatically.

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.

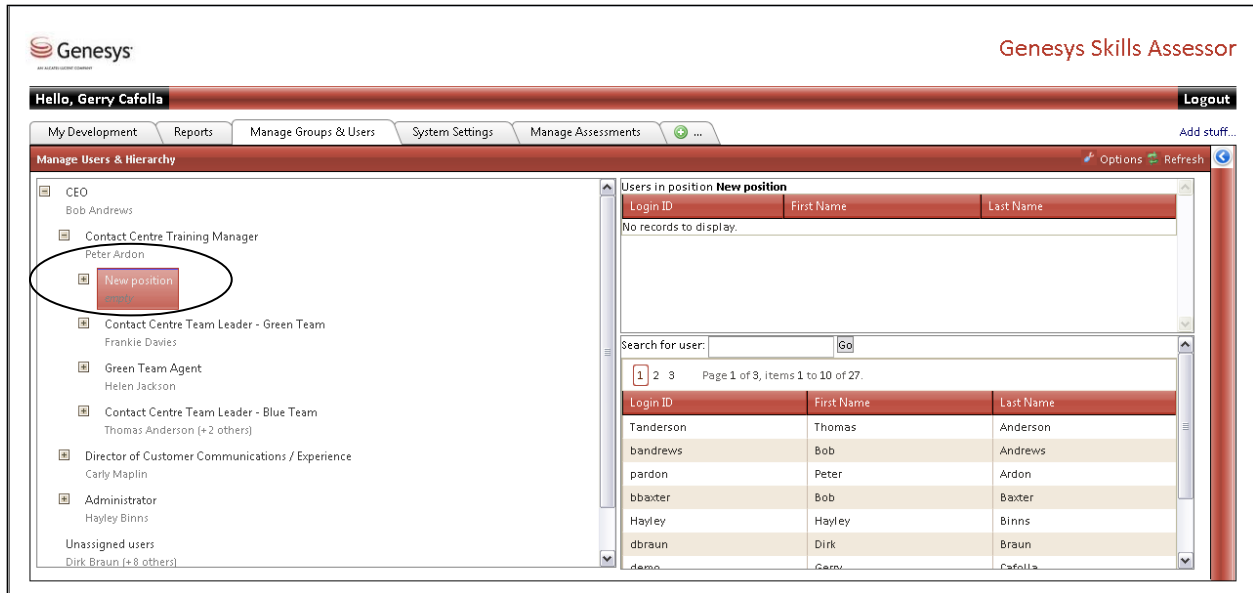
The top position in the hierarchy cannot be deleted, however additional positions can be created and inserted into the hierarchy by right clicking on the position and then dragging it to under the new position.



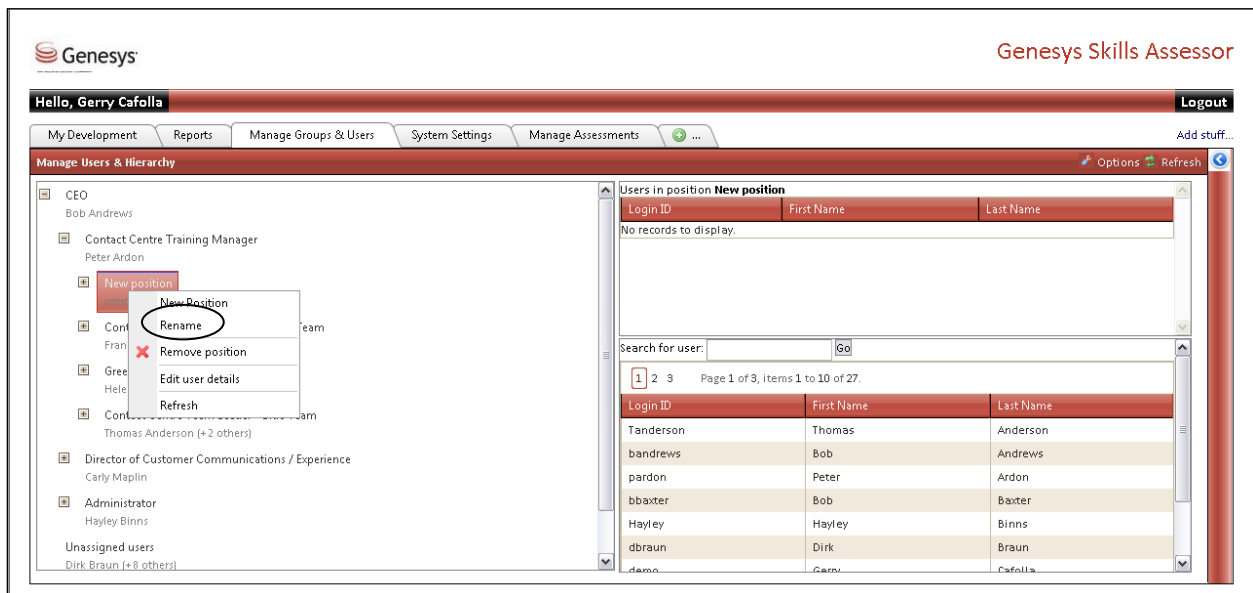
To create a new position, right click on a position in the hierarchy and select 'New Position'.



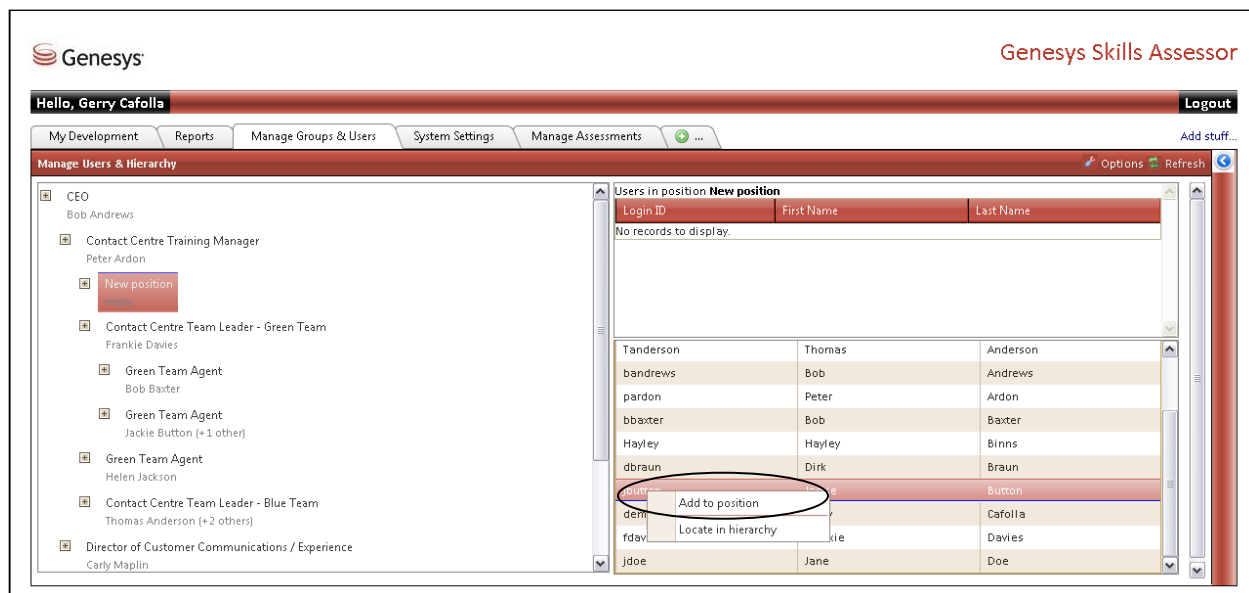
The position will then appear in the hierarchy.



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



To assign a user to the new position click, first highlight the position and then right click on the user selecting 'Add to position'. This will assign the individual to the new position.



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

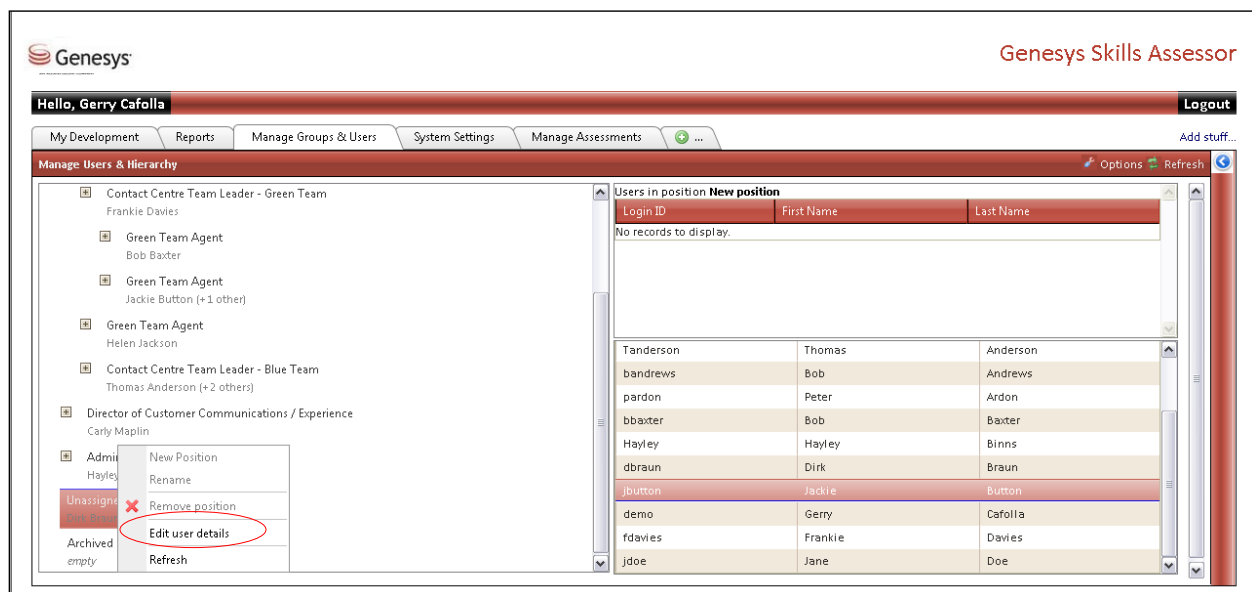
Any new users can be created manually and then assigned to the relevant position(s) in the hierarchy. If there are any structure changes these can be amended in the hierarchy and then the users assigned to the positions.

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

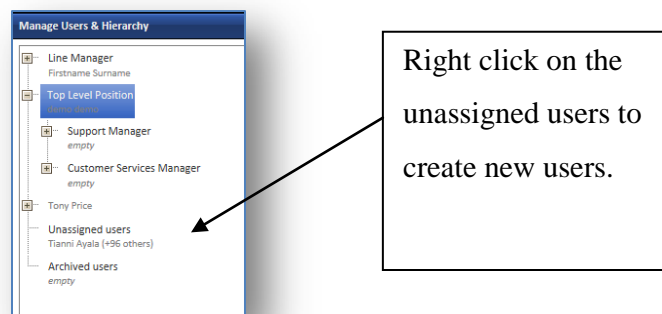
Creating and Managing Users

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

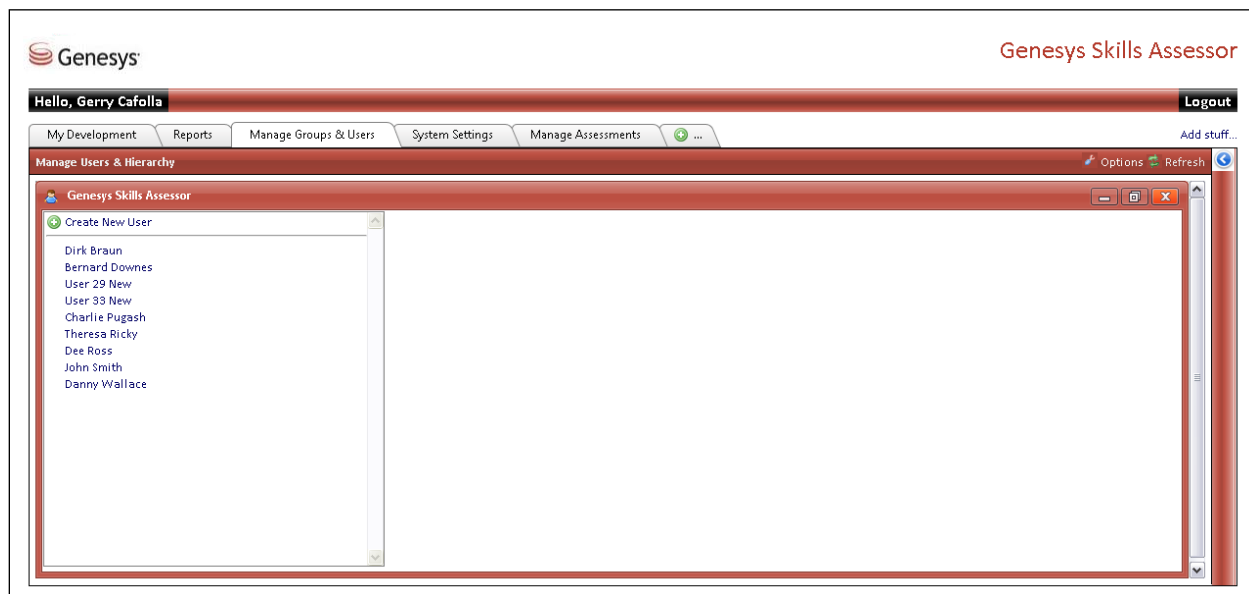
There are two options when creating a new user. If creating a new user to assign to a new position, then first create the new position and then right click and select 'Edit user details'. This will allow you to create a new user and automatically assign them to the position.



If creating new users only, then right click on the unassigned user's position and select Edit user details.

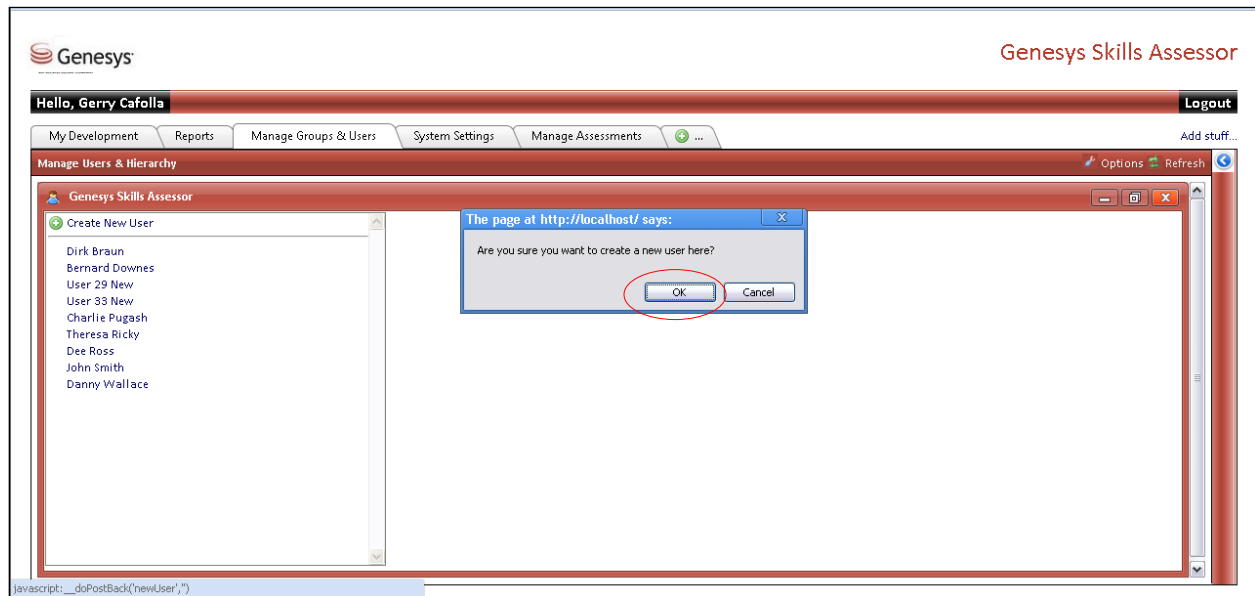


If creating a new user to associate to a position then the example below will be presented. There will no unassigned users listed as these will only be presented when creating a new user through the unassigned user position in the hierarchy. Click on 'Create New User'.



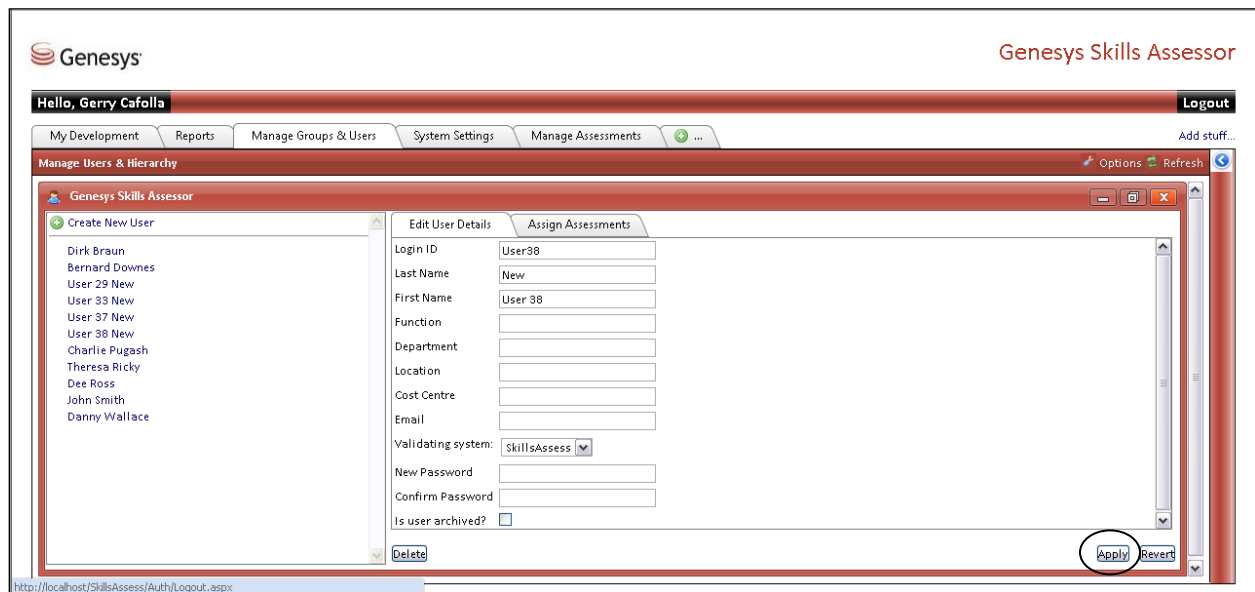
Click on 'Create New User' and a message will be presented to confirm that a new user is being created.

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.

Hierarchy Import Functionality

Organizations can now import their organisational hierarchy directly into Skills Assessor using the 'Import Hierarchy' widget.

First select the file that contains your Hierarchy information. This should be in either a .csv or .xls file. *Please note that .xlsx is not supported by the application.*

Import Hierarchy

Please click browse and locate the file you wish to upload and then click Upload file to begin the import process

File:

Once the file has been uploaded, map the user fields to those required by selecting the relevant fields from the drop down menus.

Import Hierarchy Options Refresh

Selected File: Copy of People Listing Report - L and D 110411v2.xls

User Hierarchy field Mappings
Please select the columns from your data source which hold the data for fields specified below:

Position ID field:

Position Description field:

Line Manager field:

User Password:

User field Mappings
Please select the columns from your data source which hold the data for the user fields in skills assess:

User Field	Field to Map
Employee ID	<input type="text" value="Please select"/>
Last Name	<input type="text" value="Please select"/>
First Name	<input type="text" value="Please select"/>
User name	<input type="text" value="Please select"/>
Skill	<input type="text" value="Please select"/>
Site	<input type="text" value="Please select"/>
Line Manager 1	<input type="text" value="Please select"/>
Line Manager 2	<input type="text" value="Please select"/>
Line Manager 3	<input type="text" value="Please select"/>

When you are happy with your selections click the import button. The import process will then begin and you can monitor its progress. Upon completion the status will change to Complete.

The hierarchy can now be amended within the 'Manage Users And Hierarchy' widget.

As part of the import process individuals will automatically be assigned to User Roles (see Manage Roles & Widgets). Any individual who has a subordinate will also be assigned to a Manager Role.

Managing User Permissions

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

In the example below the 'Manage Roles & Widgets' widget is available from the Manage Groups & Users tab. Expanding the functionality or Widget window allows visibility of what other functionality is available.

In this example there are 5 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 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', and 'Manage Assessments'. The 'Manage Groups & Users' tab is active, showing the 'Manage Roles & Widgets' widget. This widget contains a table of roles with their respective user and widget counts. A callout box points to the 'Manage Roles & Widgets' widget in the sidebar, instructing the user to click on the required widget to view functionality and information.

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

Click on the required Widget to view the functionality and information.

Defining, Creating and Managing Roles

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

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

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:

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

Users in role User

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

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

Manage Groups

Manage Roles & Widgets

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

Remove

Manage Users & Hierarchy

Reset Tests

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

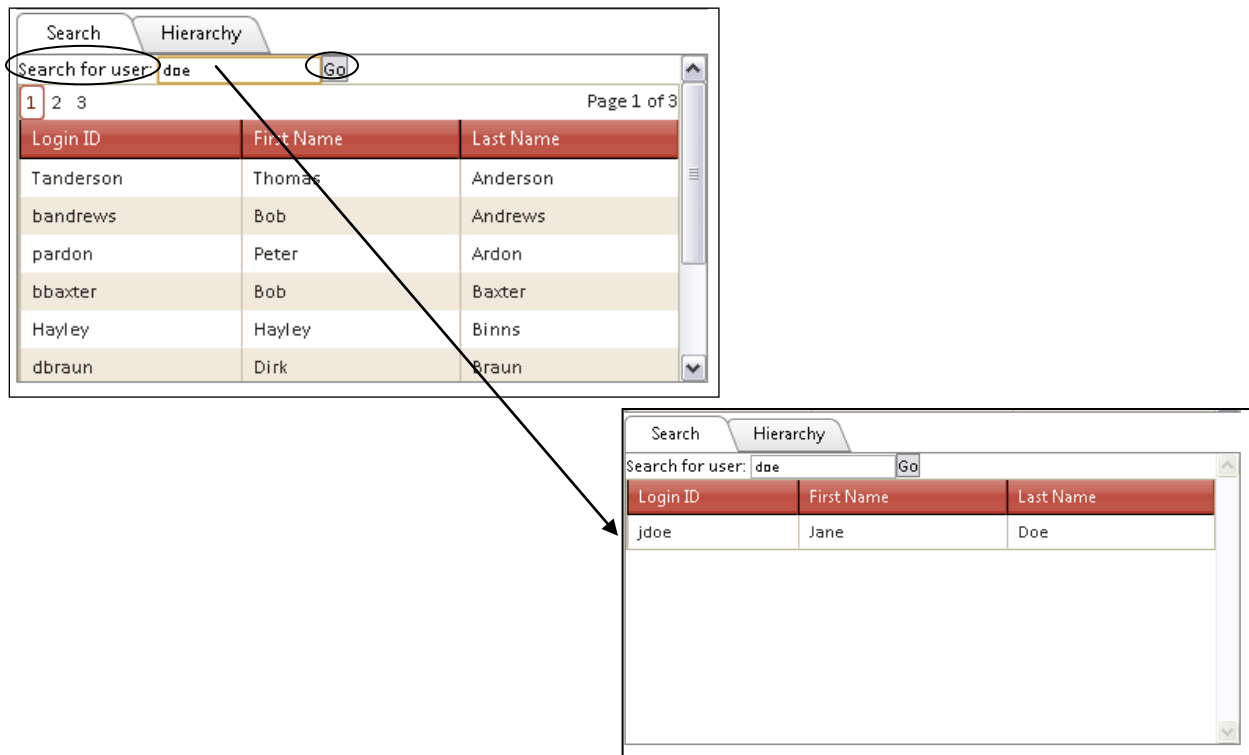
Add selected user(s)

Find user in hierarchy

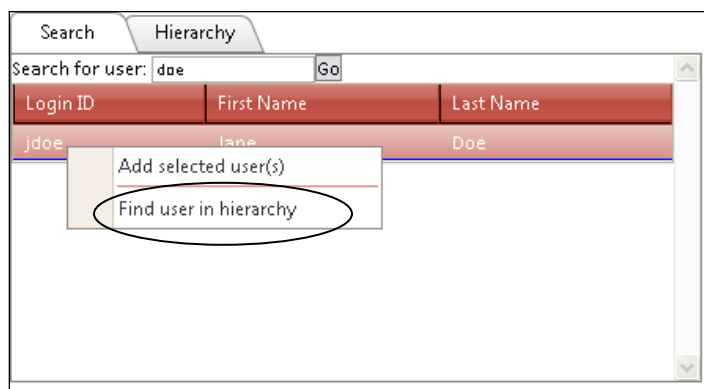
Additional users can be assigned by clicking on the individual in the user selection window and then right click and select 'Add selected user(s)'. Once the user has been selected they will appear in the 'Users in role' window.

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. Right click on the individual in the bottom window and 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 34 widgets available:

- About – Displays the about screen for the application.
- 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.
- DNA User Field Mapping – Map user fields to DNA filters.
- Feedback Deployment Model – this allows feedback models to be created, for example, 'Self & Manager', 'Self, Manager & Peers' and so on. A feedback assessment is created using one of the feedback models once it has been assigned to a user and it will automatically assign the assessment to the 'model' such as manager or peer.

- Feedback Results Report – this report displays how individuals or combination, (manager and individual) have rated themselves against specific criteria.
- Import Hierarchy – Import user details and organisation structure.
- Import KPI Data – Import KPI data to be used within SkillsDNA and SkillsAnalysis.
- Job Role Mapping – Map agents to SkillsDNA Job Roles.
- 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, edited, deleted and assigned.
- Manage Certificates – create certificates to attach to assessments.
- Manage DNA Blocks – Create and edit SkillsDNA blocks, representing Job Roles or components of those roles.
- Manage DNA Components – Create and manage DNA Components.
- 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 (what the system will expect the user to login with) and 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.
- Reset Tests – Reset User Tests.
- Skills Analysis – 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.
- SkillsRoute – Transfer agent and skills data to Genesys from an excel spreadsheet file.
- Top DNA Agents – Show the top agents and compare one agent against another.
- Update Routing Skills from DNA – Link routing Skills to DNA, to allow updating of Skill data from calculated DNA values.
- Update the DNA Cube – Process and update the data in the DNA Data Warehouse.
- User Results Report – allows access to users’ assessment results at an individual level, or at manager level the ability to view team results.
- View Filtered DNA – View DNA across your organisation, filtered in various ways.
- View User Certificates – View and print your completed certificates.
- Your DNA Mapping – Show the DNA mappings for the current user.
- Manage Knowledge Nudges – Used for creating, editing, deleting, searching and previewing knowledge nudges.
- Manage Learning Items – Used for creating, editing, deleting, archiving and associating learning items with DNA components.

An additional ‘Messaging Log’ widget may also be present depending on whether the Skills Assessor Email Notification Service has been enabled.

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:

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

Select the role and then click on Widgets.

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.

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 'Admin Reports' widget and select 'Add to role'.

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.

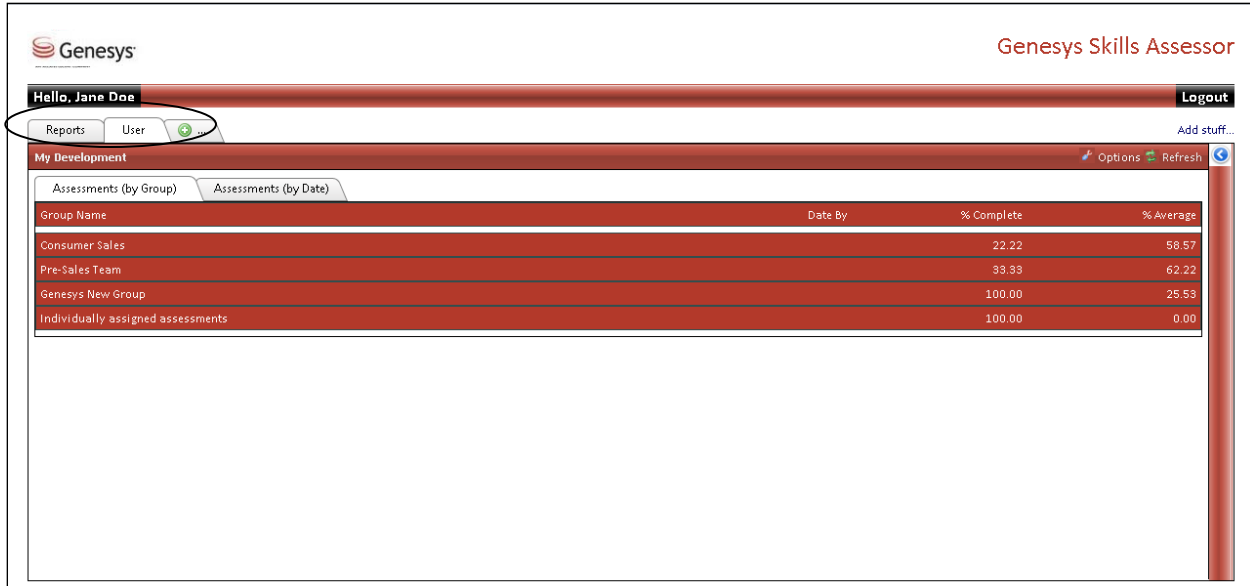
The screenshot shows the Genesys Skills Assessor interface. The 'Manage Roles & Widgets' section is active. A table lists roles and their associated widget counts. A 'Widget selection box' is highlighted, showing a list of widgets for the 'User' role.

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

Widget selection box:

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](#)

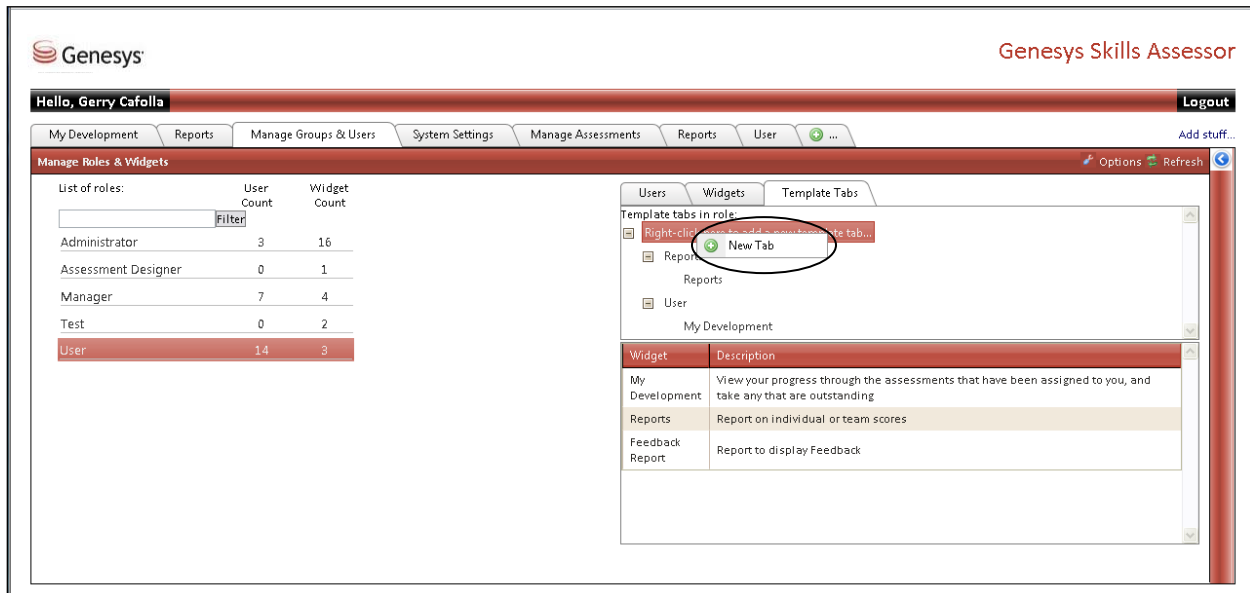
Reports **User** [Add stuff...](#)

My Development [Options](#) [Refresh](#)

Assessments (by Group) Assessments (by Date)

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** [Add stuff...](#)

Manage Roles & Widgets [Options](#) [Refresh](#)

List of roles:

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

Users Widgets **Template Tabs**

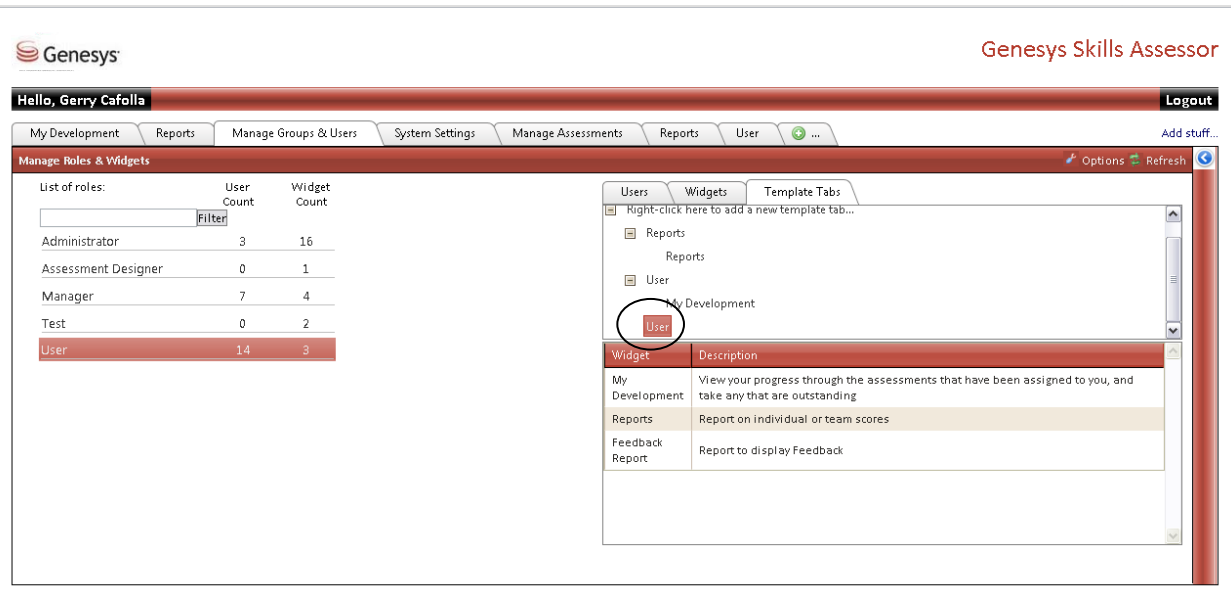
Template tabs in role:

- Right-click here to add a new template tab...
- New 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

A new template tab will appear.



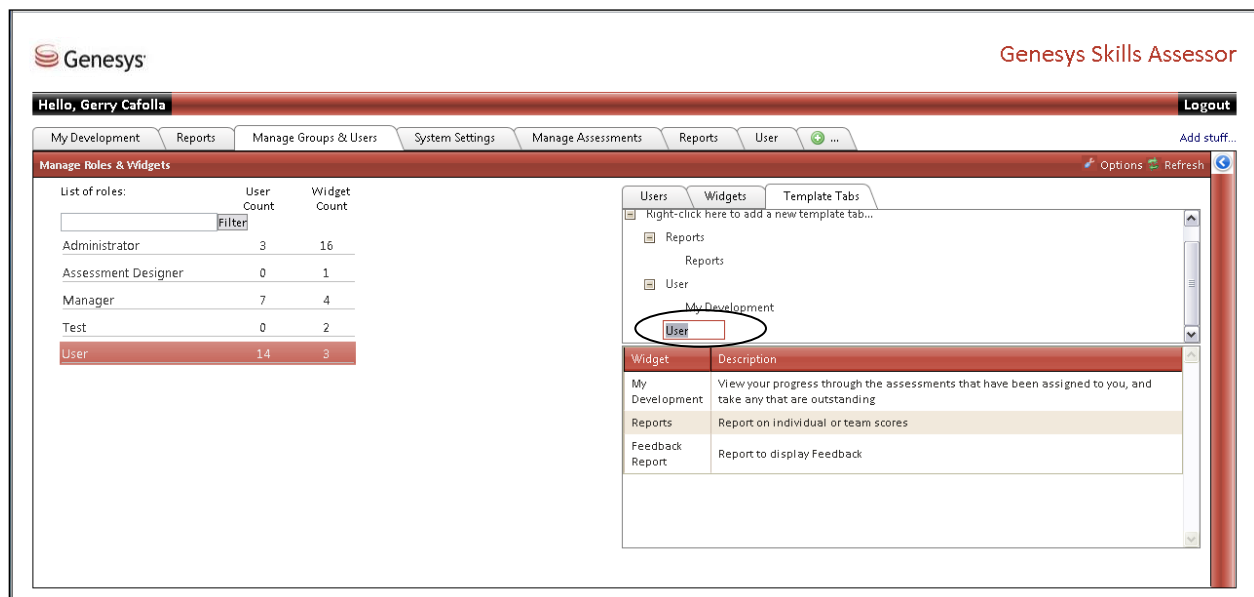
The screenshot shows the Genesys Skills Assessor interface. The top navigation bar includes 'Hello, Gerry Cafolla' and a 'Logout' button. Below the navigation bar, there are tabs for 'My Development', 'Reports', 'Manage Groups & Users', 'System Settings', 'Manage Assessments', 'Reports', and 'User'. 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 visible:

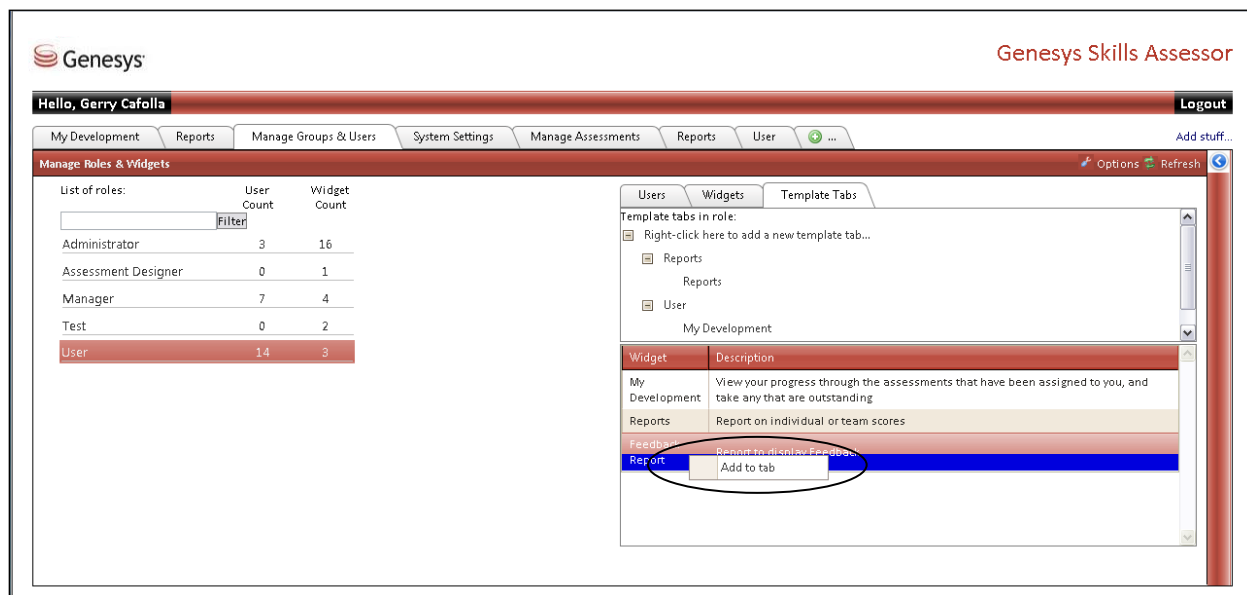
Widget	Description
My Development	View your progress through the assessments that have been assigned to you, and take any that are outstanding
Reports	Report on individual or team scores
Feedback Report	Report to display Feedback

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 with the 'Manage Roles & Widgets' section active. The 'User' role is highlighted in the table, and the 'User' widget is highlighted in the 'Template Tabs' list. The interface elements, including the navigation bar and the 'Hello, Gerry Cafolla' greeting, are consistent with the previous image.

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

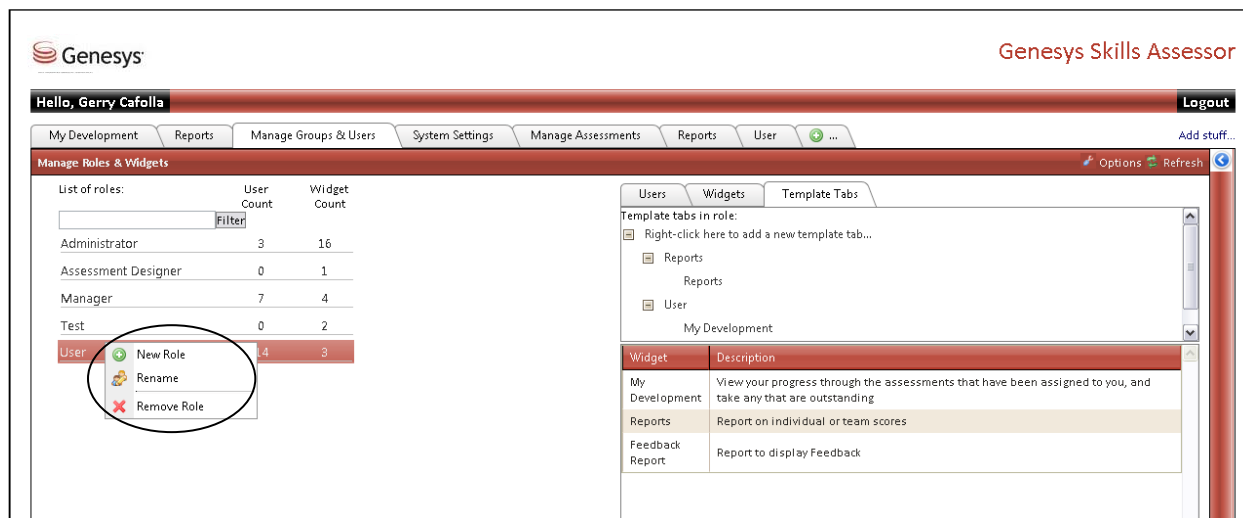


To set the associated widget as mandatory and therefore not possible to delete, right click on the widget and select Toggle mandatory status.

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.



Creating Customized User Views

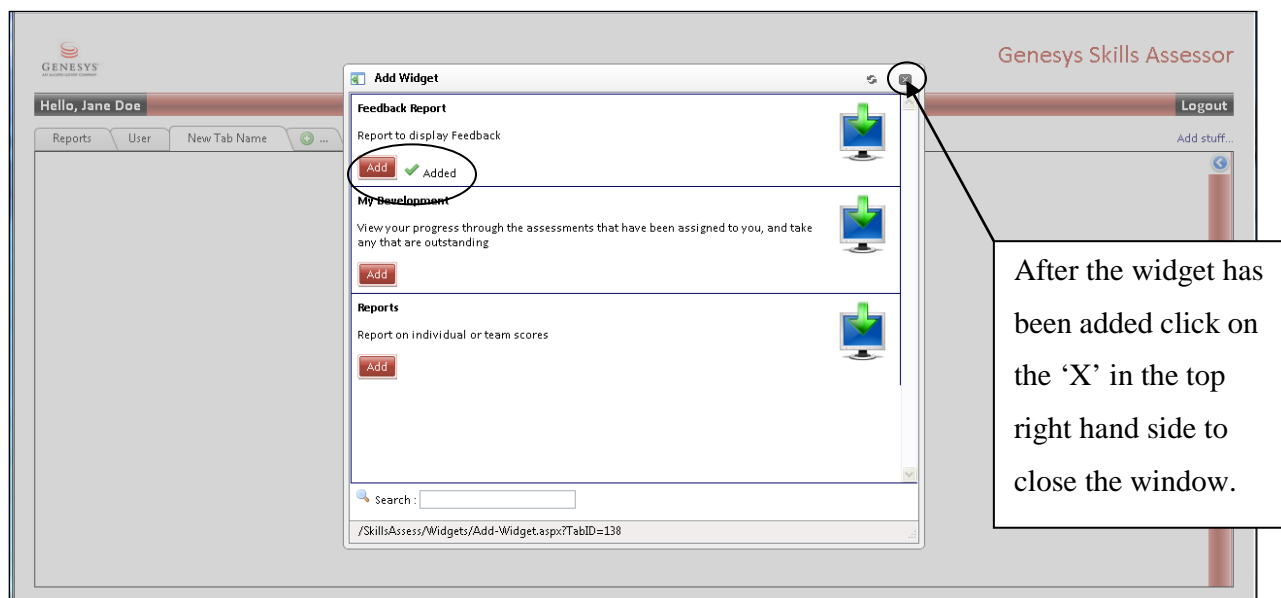
Once a role has been created with widgets associated to the role, it is now possible for a user to customize their application.

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's a header with the Genesys logo and 'Genesys Skills Assessor'. Below the header, a navigation bar shows 'Hello, Jane Doe' and a 'Logout' button. 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.

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 contains the mandatory Login ID, Last Name & First Name together with any other relevant information for the user. The mandatory information is unique information required to identify the individual agent. This information is also used for reporting purposes and for viewing filtered DNA. 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 Skills Assessor

Hello, demo demo

Logout

Administrator User Manage Users Reports Analytics Routing DNA Admin DNA Reporting Admin Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Manage System Settings

User Fields Field Mappings Widgets General Settings

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

Login ID ↑↓

First Name ↑↓

Last Name ↑↓

Company × ↑↓

Region × ↑↓

Team × ↑↓

Location × ↑↓

Manager × ↑↓

↑

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

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 Skills Assessor

Hello, demo demo

Logout

Administrator User Manage Users Reports Analytics Routing DNA Admin DNA Reporting Admin Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Manage System Settings

User Fields Field Mappings Widgets General Settings

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

Field	Order
Login ID	1
Last Name	2
First Name	3
Function	4
Department	5
Location	6
Cost Centre	7
Email	8
BN	9

Edit User Details

Assign Assessments

Login ID: jsmith

Last Name: Smith

First Name: John

Function:

Department:

Location:

Cost Centre:

Email:

BN:

Validating system: SkillsAssess

New Password:

Confirm Password:

Is user archived? ☐

Delete Apply Cancel

Genesys Skills Assessor

Welcome

Welcome

To login, enter your User Name and Password below

These details are case sensitive

Enter Your Details

Username:

Password:

Select System: SkillsAssessor

Continue

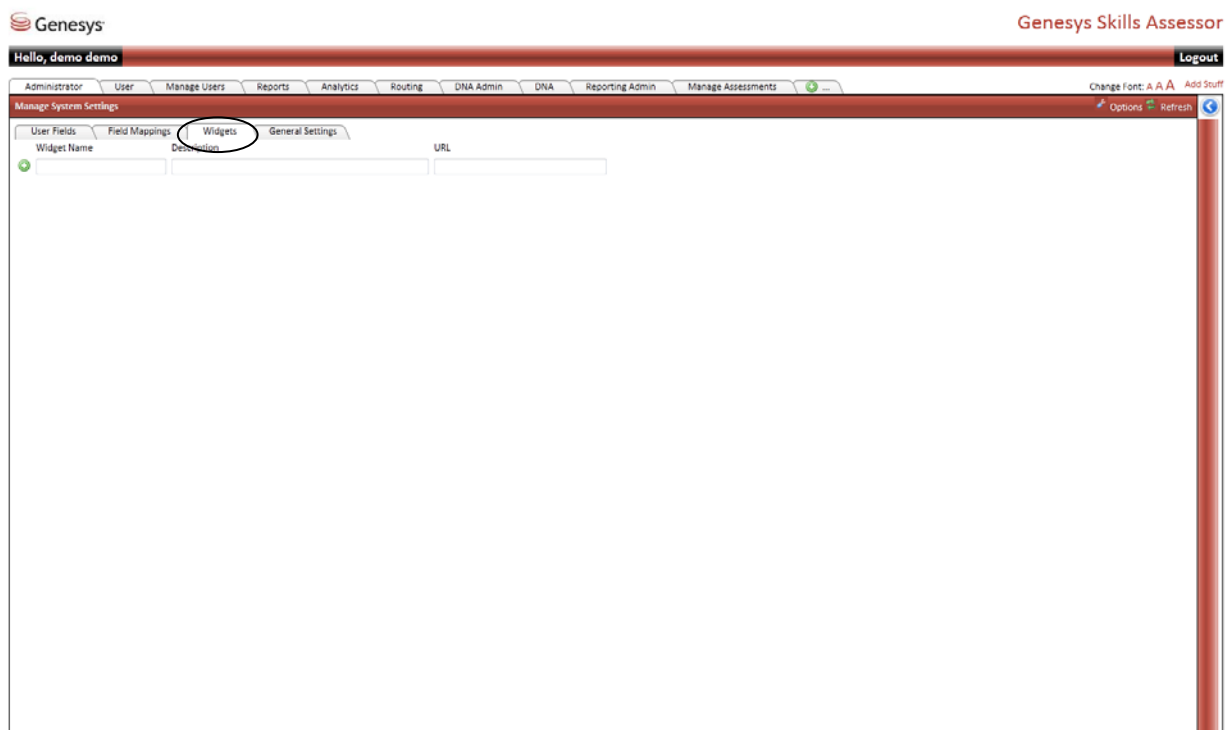
Trouble logging in?

This website uses a Cookie 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.

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

Widgets

The Widgets tab allows additional widgets to be included in the application by entering the required information and the relevant url.



General Settings

General Settings allows configuration of 'other settings' as per the example below.

Analysis min data points enables the exclusion of low volume data points presented in SkillsAnalysis.

AICC – is only for use in conjunction with an LMS.

CSV Extension – specify which extension should be used for exporting data.

Pass text / Fail Text – this information is presented back to the user on completion of an assessment.

Kite Diagram Enabled – report view on completion of an assessment.

Assessment Defaults – leave this selected as default.

Combined Tests require signing with a password – This setting toggles whether combined feedback assessments must be signed via a password by the user who isn't logged in to the system when participating in a combined feedback assessment.

Message manager on assessment completion – This checkbox toggles the Email Notification Service on/off

Email field – This select box should be set to the user field that is used to store users' email addresses. This field is used by the Email Notification Service if it is enabled.

The screenshot shows the 'General Settings' tab of the Skills Assessor configuration. Under the 'Other settings' section, the following values are configured:

- Analysis min data points: 30
- AICC Student ID Field: Login ID
- AICC Suppress Put Param: false
- CSV Extension: CSV
- Pass Text: SUCCESSFUL - blue
- Fail Text: UNSUCCESSFUL - blue
- Kite Diagram Enabled: ☒
- Assessment Defaults: ☒
- Combined Tests require signing with a password: ☒
- Message Manager on Assessment Completion: ☒
- Email Field: email

A 'Save Changes' button is located at the bottom of the settings area.

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 'Manage Groups' interface in the Genesys Skills Assessor. The top navigation bar includes 'Hello, Gerry Cafolla' and a 'Logout' button. Below the navigation bar, the 'Manage Groups' section is active, showing a list of groups on the left and a 'Users in group' table in the center. A context menu is open over the 'Skills Mauritius' group, showing options: 'New Group', 'Rename', and 'Remove Group'.

Group Name	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: User Count Assessment Count

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 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
jbutton	Jackie	Button

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: User Count Assessment Count

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 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
jbutton	Jackie	Button

Assign assessments to groups of users by creating a group

Remove

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

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	<input type="text"/> clear	29-Jan-2010 <input type="text"/> clear
Latest Product Launch	<input type="text"/> clear	<input type="text"/> clear
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		

Manage Groups

Assign assessments to groups of users by creating a group

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

To associate an assessment to the Group, highlight the Group, select the Assessments tab and right click on the assessment to select Add assessment to group.

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:	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		
I Phone Support		
Insurance Knowledge		

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	
I Phone 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

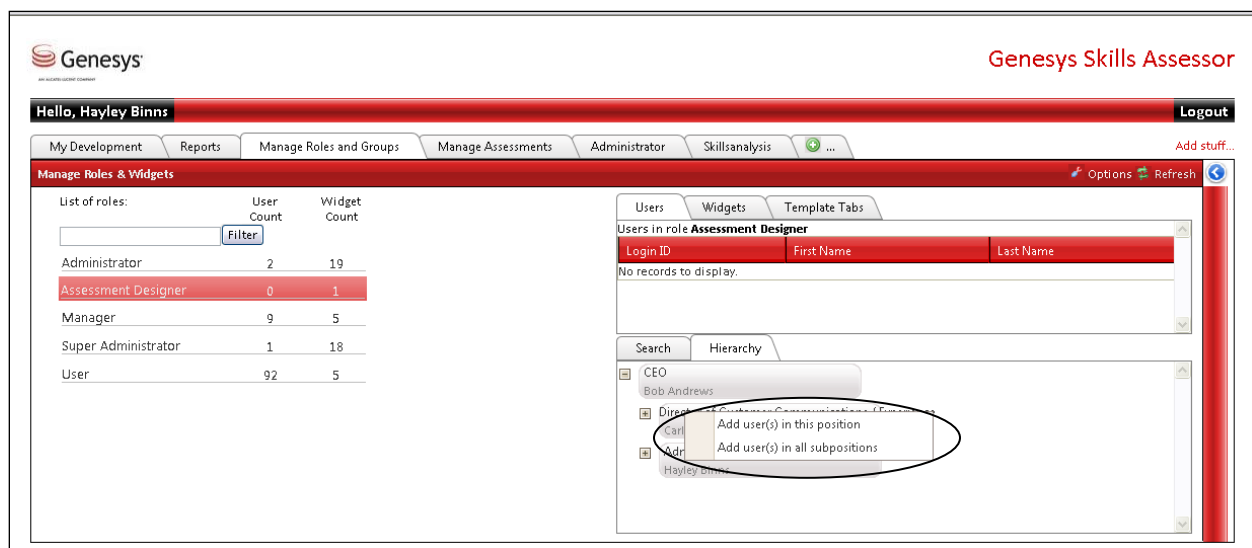
Assigning Users into Groups Based on Hierarchy

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 and managed in the Manage Assessment widget.

After selecting the widget the manage assessment window will be presented as per the example below.

There are four modules available:

1. Design – create and design the assessment
2. Assign – assign a selected assessment to one or a group of users
3. Reports – print an assessment
4. Import/Export – import existing assessments, export an assessment to share or export for use in an LMS

To create a new assessment click on 'create assessment'.

The option to view assessments created by 'Me' or 'Everyone' is also available.

Additional search filters are also available.

Manage Assessments

Assessments owned by: Me

Search (in assessment and content):

Show additional filters: ☒

Search

Assessment Name	Assessment code	Date created	Feedback only?
Mobilephone Consumer Sales	123	22/01/2013 13:24	No
NEW		13/12/2012 13:59	No
trainer selection option test		12/12/2012 17:16	No

Page 1 of 1, Items 1 to 3 of 3

Any existing assessments will be listed. Double click to view / edit them.

This will present you with the creation template as per the example below.

Genesys Skills Assessor

Hello, demo demo

Logout

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff

Options Refresh

Design assessment

NEW

First Question: Edit Save Cancel

☐ Insert "Do Not Know" automatically for Multiple Choice and Pick Correct Questions.

NEW

Basic | Test Navigation | Test Reset | Knowledge Nudge | Certificate | Reports

Assessment code:

Introductory text: No introductory text

Pass mark:

Is this test timed?: ☐

Type of Assessment
These values cannot be changed if the assessment has been assigned to users.

Is this a Feedback Only assessment?: ☐

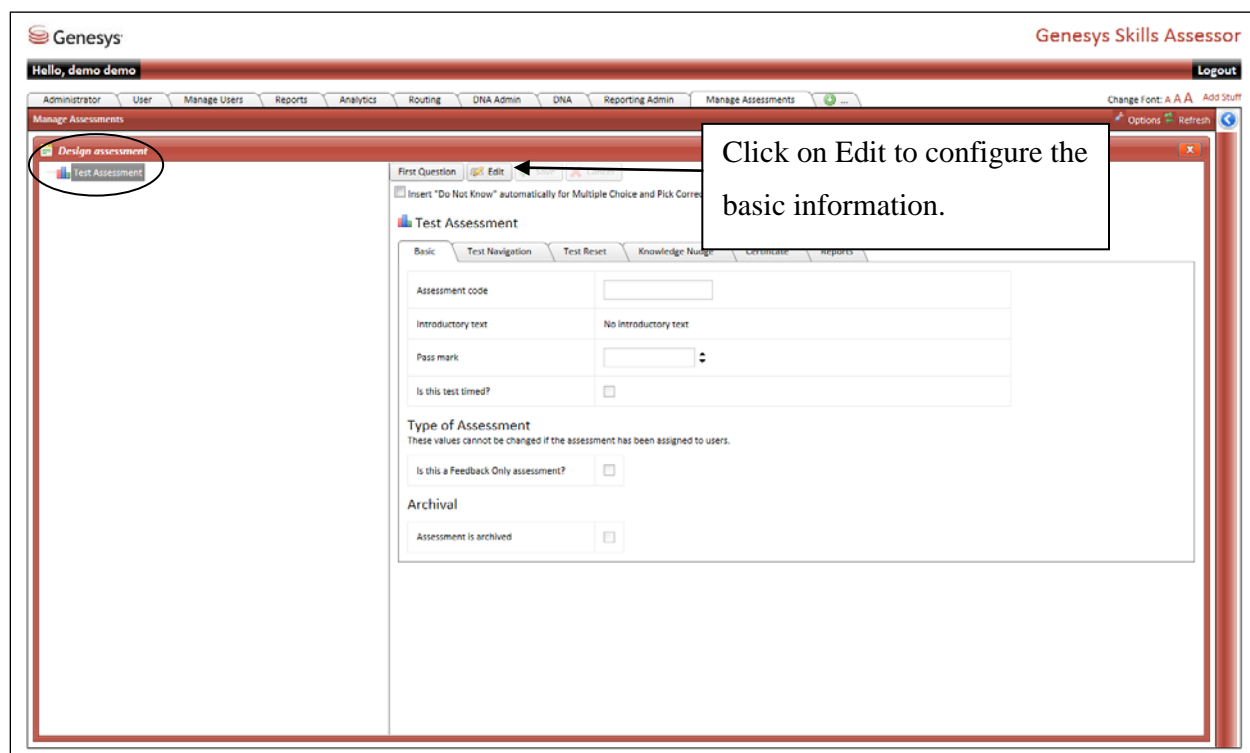
Archival

Assessment is archived: ☐



Rename the assessment by clicking on 'New' in the left hand box. In this example the assessment has been renamed as 'Test Assessment'.

Basic information can now be configured for this assessment by selecting 'Edit'.



There are several options that can now be selected and configured:

There is the option to insert 'Do Not Know' automatically for multiple choice and pick correct answer questions. Enter information in the Assessment code box if this is for an LMS. Customized introductory text can be created in the 'Introductory' text box. Enter a required overall pass mark in the Pass mark box.

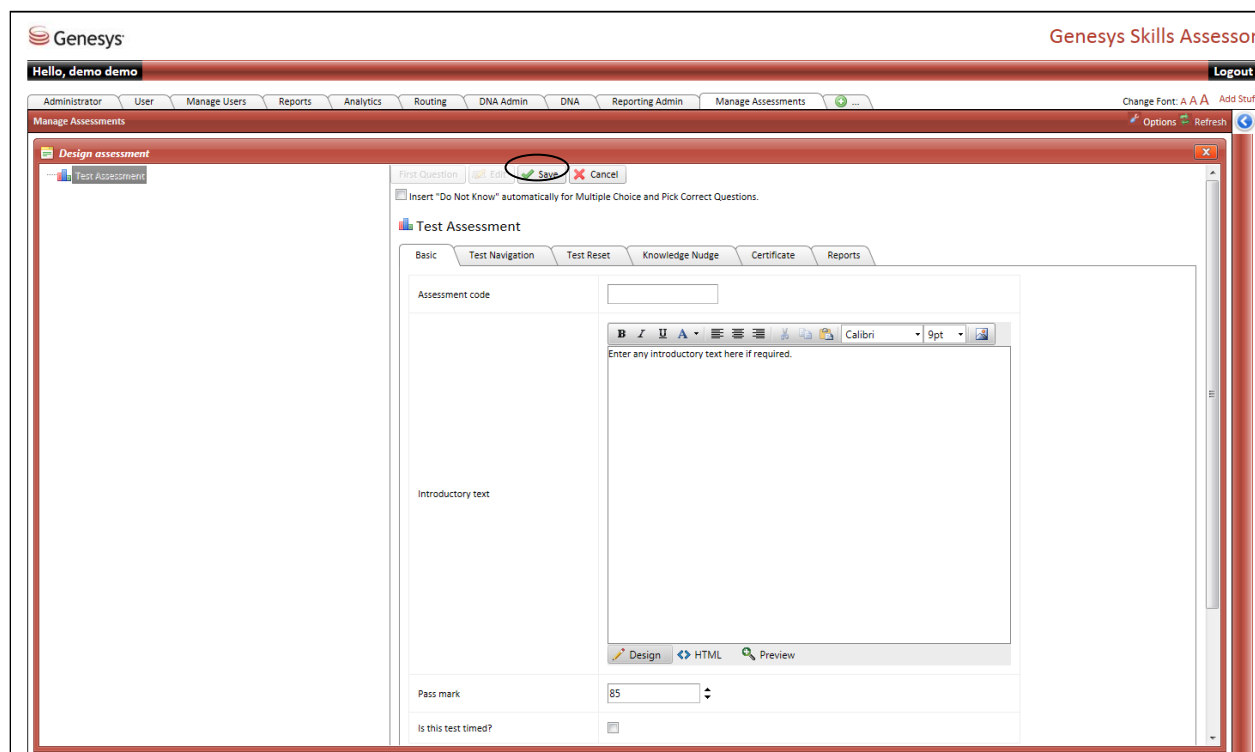
Select 'is this test timed?' to make the assessment *timed which will then allow you to enter a duration for the assessment.*

The screenshot shows the 'Genesys Skills Assessor' web application. The top navigation bar includes 'Hello, demo demo' and a 'Logout' button. Below this is a menu bar with 'Administrator', 'User', 'Manage Users', 'Reports', 'Analytics', 'Routing', 'DNA Admin', 'DNA', 'Reporting Admin', and 'Manage Assessments'. The 'Manage Assessments' section is active, showing a 'Design assessment' window. Inside this window, there's a 'Test Assessment' tab with sub-tabs: 'Basic', 'Test Navigation', 'Test Reset', 'Knowledge Nudge', 'Certificate', and 'Reports'. The 'Basic' tab is selected. It contains an 'Assessment code' input field, a rich text editor for 'Introductory text' (with a toolbar showing bold, italic, underline, link, unlink, list, and image icons), a 'Pass mark' input field set to '85', and a checkbox for 'Is this test timed?'. At the bottom of the 'Basic' tab, there are buttons for 'Design', 'HTML', and 'Preview'. The 'Design' button is highlighted. The 'Introductory text' area has a placeholder text: 'Enter any introductory text here if required.'

If the assessment is a feedback only assessment, then select 'is this a Feedback Only assessment'.
To archive an assessment select 'Assessment is archived'.

The screenshot shows the 'Design assessment' form in the Genesys Skills Assessor application. The form is titled 'Design assessment' and is part of the 'Manage Assessments' section. It includes a 'Hello, demo demo' message and a 'Logout' button. The form has a sidebar with navigation links: Administrator, User, Manage Users, Reports, Analytics, Routing, DNA Admin, DNA, Reporting Admin, and Manage Assessments. The main content area contains a large text box for 'Introductory text' with a placeholder 'Enter any introductory text here if required.' Below this is a 'Pass mark' field set to 85 and a checkbox for 'Is this test timed?'. The 'Type of Assessment' section includes a checkbox for 'Is this a Feedback Only assessment?'. The 'Archival' section includes a checkbox for 'Assessment is archived'. The form also has a 'Design' tab and a 'Preview' button.

Click on Save when completed.

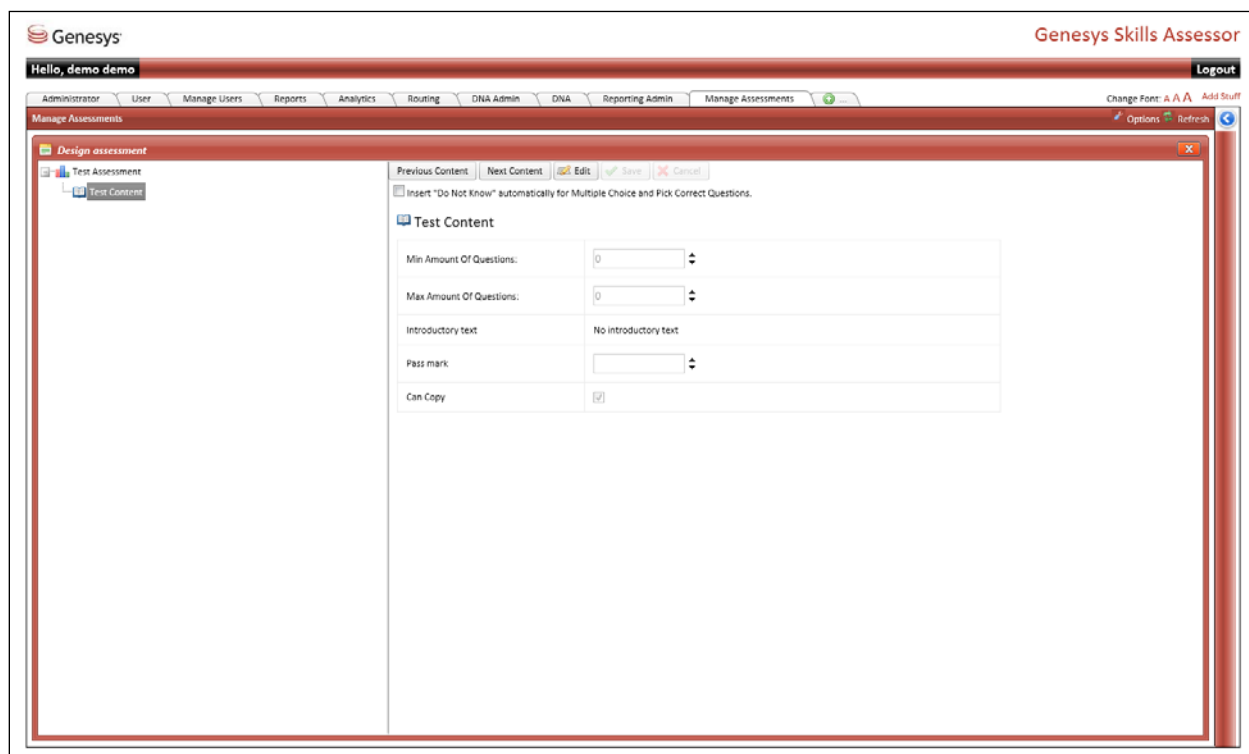


Once the basic information has been completed, create new content by right clicking on the assessment at the left hand side and select 'New Content'. There is also the option to copy or link (shortcut) to existing content.

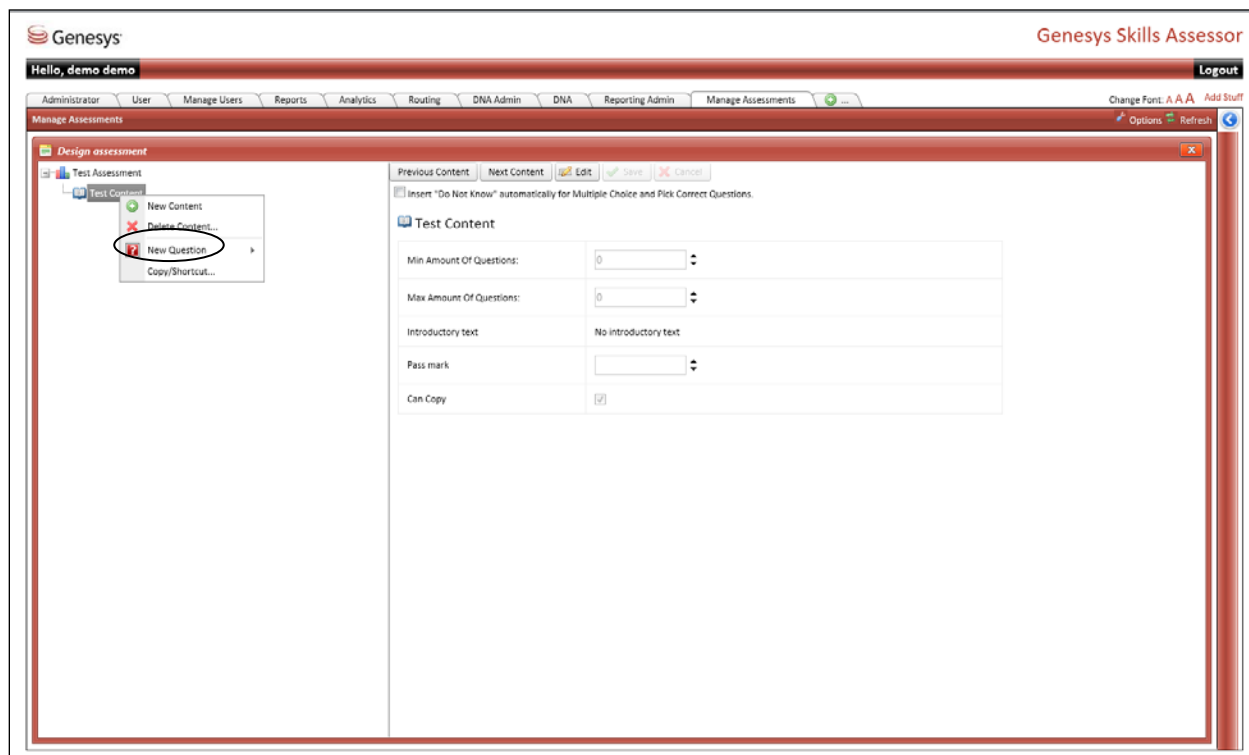
The screenshot shows the 'Design assessment' window in the Genesys Skills Assessor. The window has a red header with the Genesys logo and 'Hello, demo demo'. The main menu includes Administrator, User, Manage Users, Reports, Analytics, Routing, DNA Admin, DNA, Reporting Admin, and Manage Assessments. The 'Manage Assessments' tab is active. The 'Design assessment' window has a 'Test Assessment' tab selected. The 'Test Assessment' tab has sub-tabs: Basic, Test Navigation, Test Reset, Knowledge Nudge, Certificate, and Reports. The 'Basic' sub-tab is active. The 'Basic' sub-tab contains the following fields:

- Assessment code:
- Introductory text: No introductory text
- Pass mark: 85
- Is this test timed?: ☐
- Type of Assessment: These values cannot be changed if the assessment has been assigned to users.
 - Is this a Feedback Only assessment?: ☐
- Archival
 - Assessment is archived: ☐

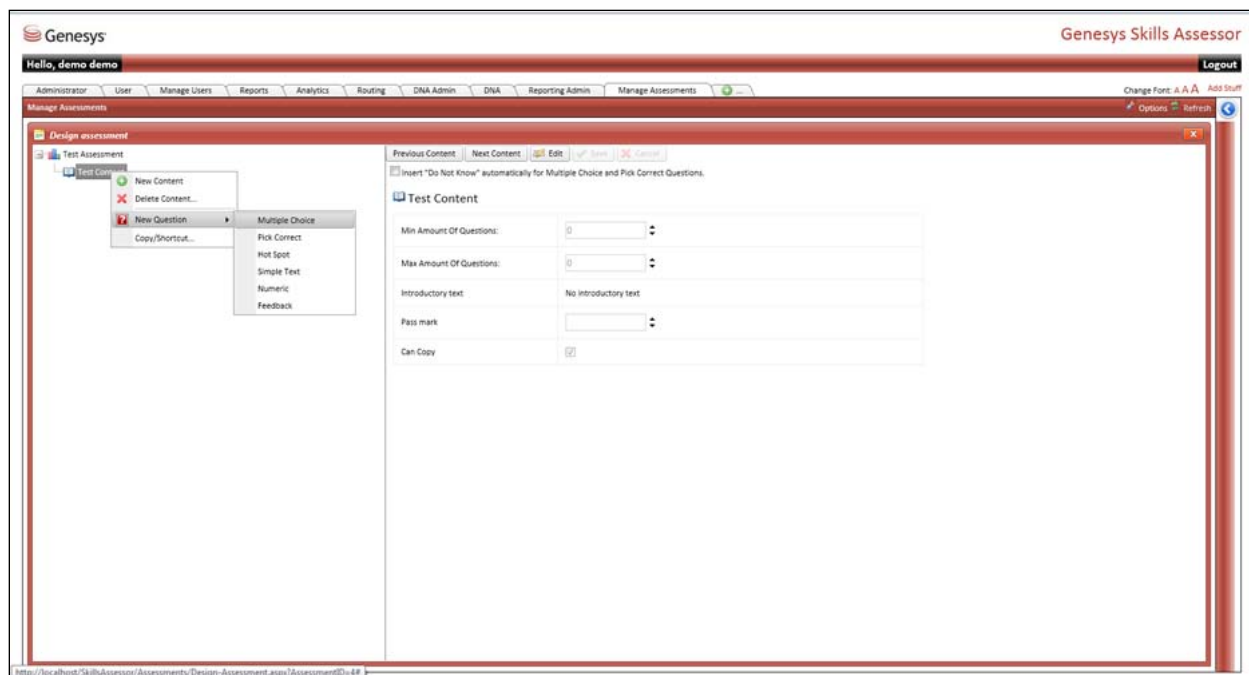
The option to configure the minimum and maximum number of questions for the content is then available together with the option of an introductory text and the content pass mark. By leaving 'Can Copy' selected this will allow the content to be copied or linked to another assessment.



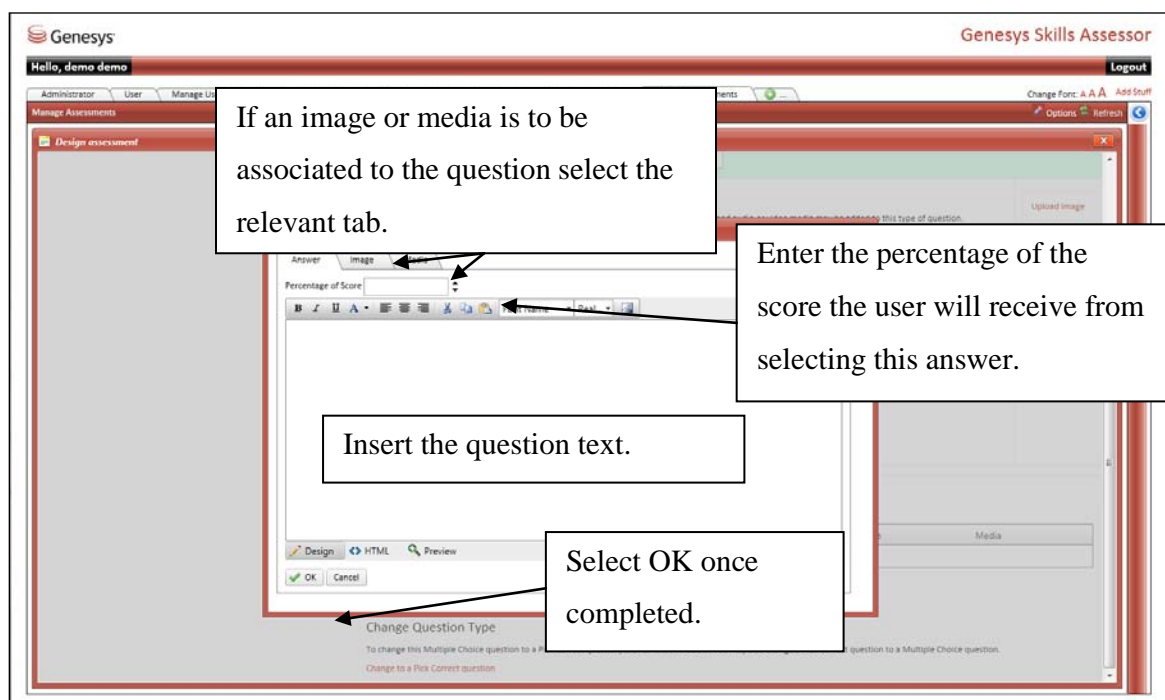
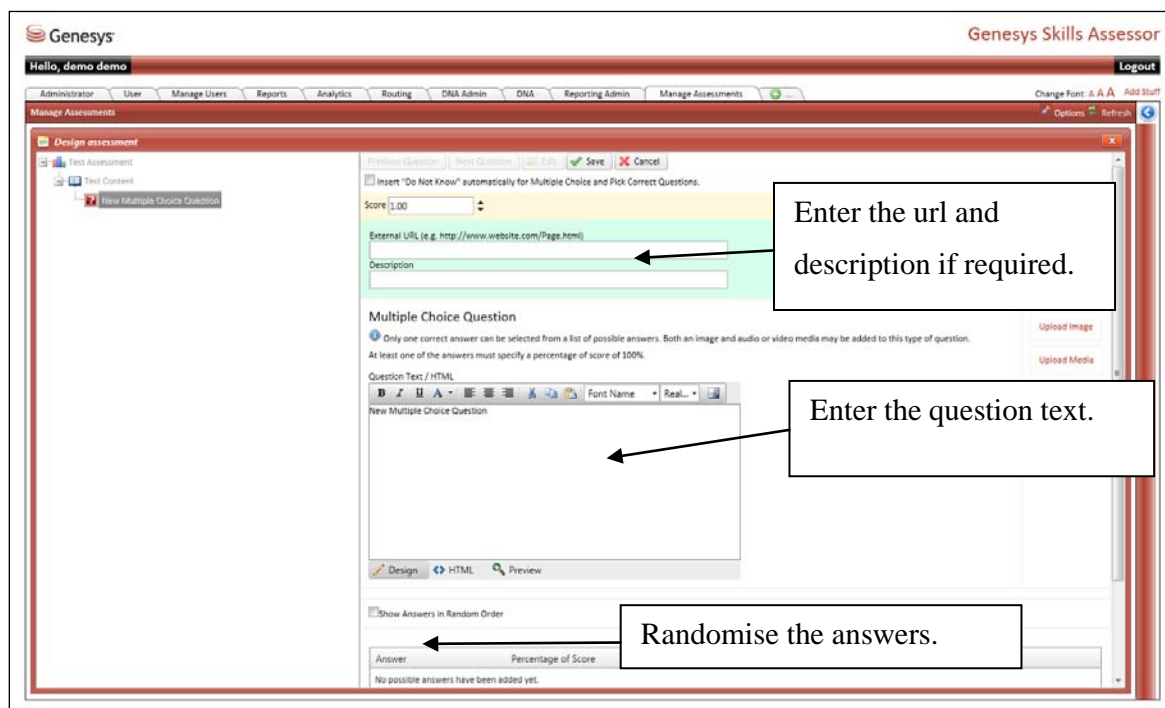
To create a new question, right click on the Content and select 'New Question'.



Right click on 'New Question' to select the appropriate question type.

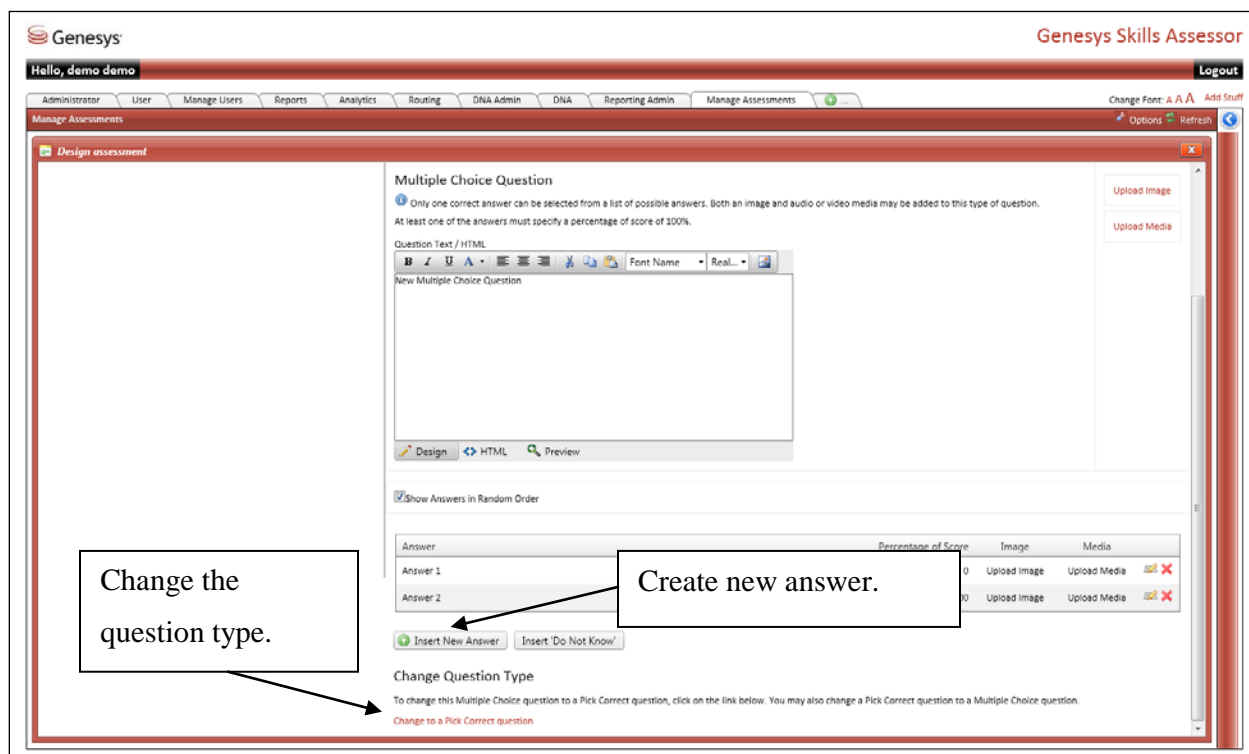


In the example Multiple Choice question below, a default score of 1.00 will already be associated. There will also be the option to include an external url together with a description of the url site. This allows a link to be included in the question text for the user to click on to access. This may be used for the user to search for the correct answer.

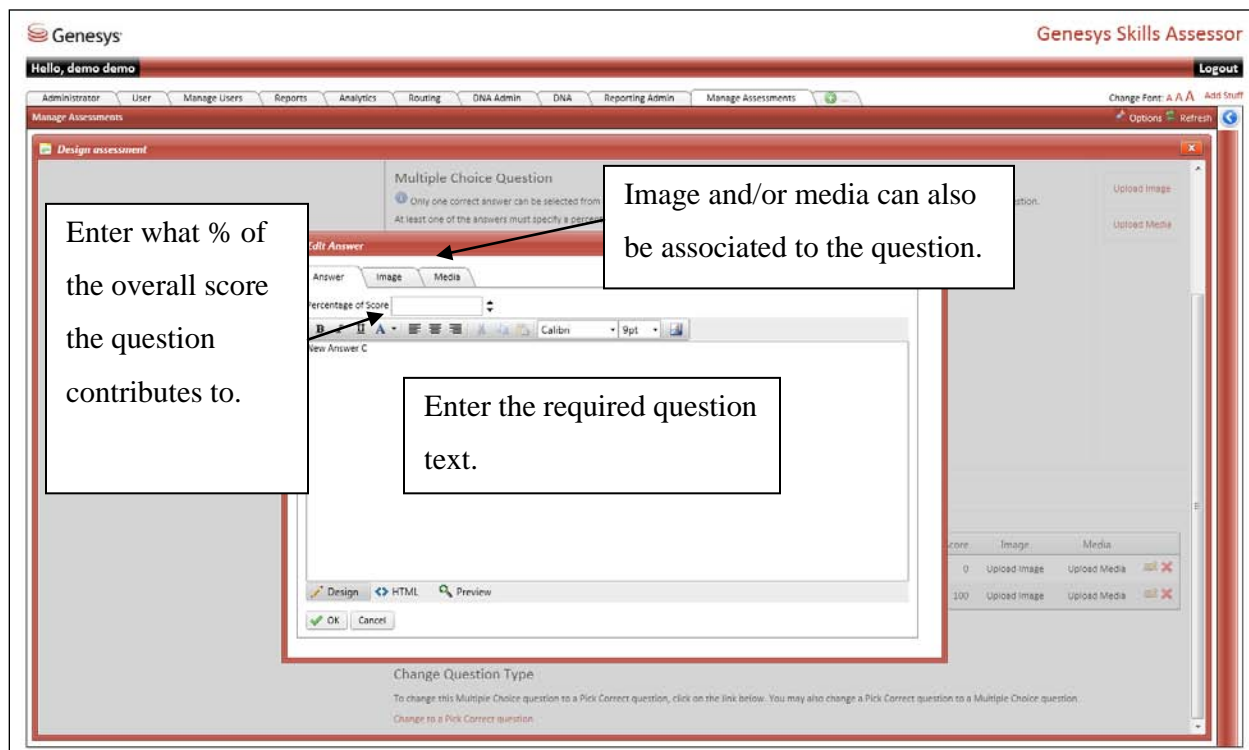


To create a new answer, click on the 'Insert New Answer' box.

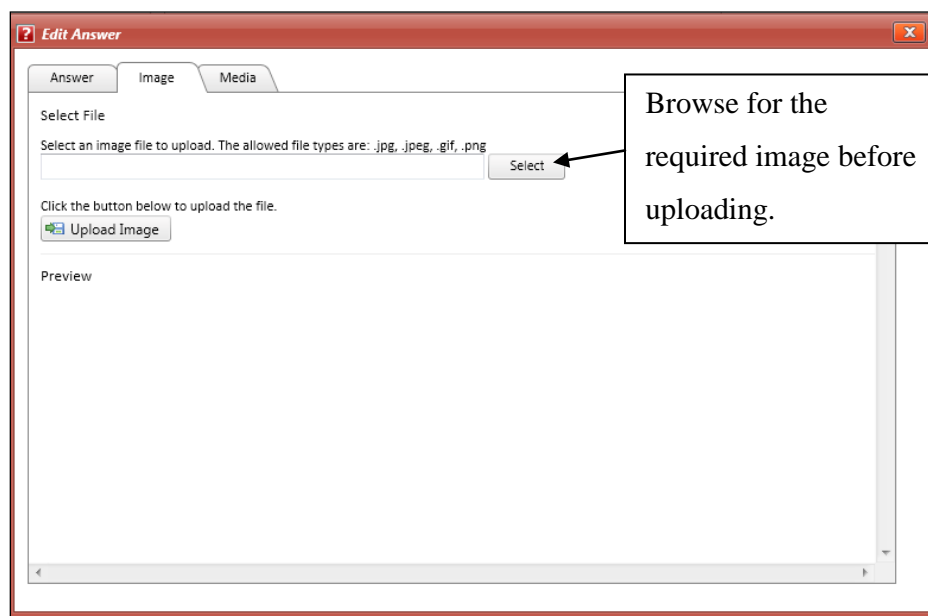
There is also the option to change the question type between Multiple Choice and Pick Correct Answer.



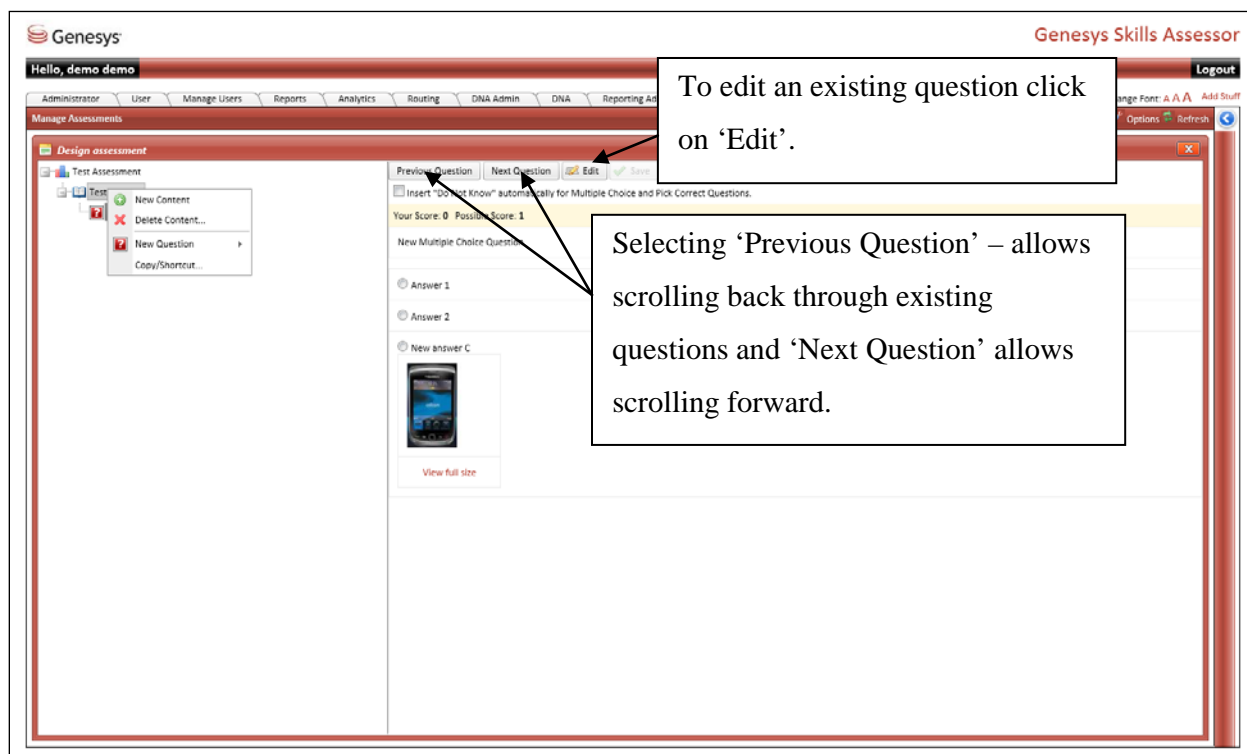
The create new question window will then be presented to enter the question text.



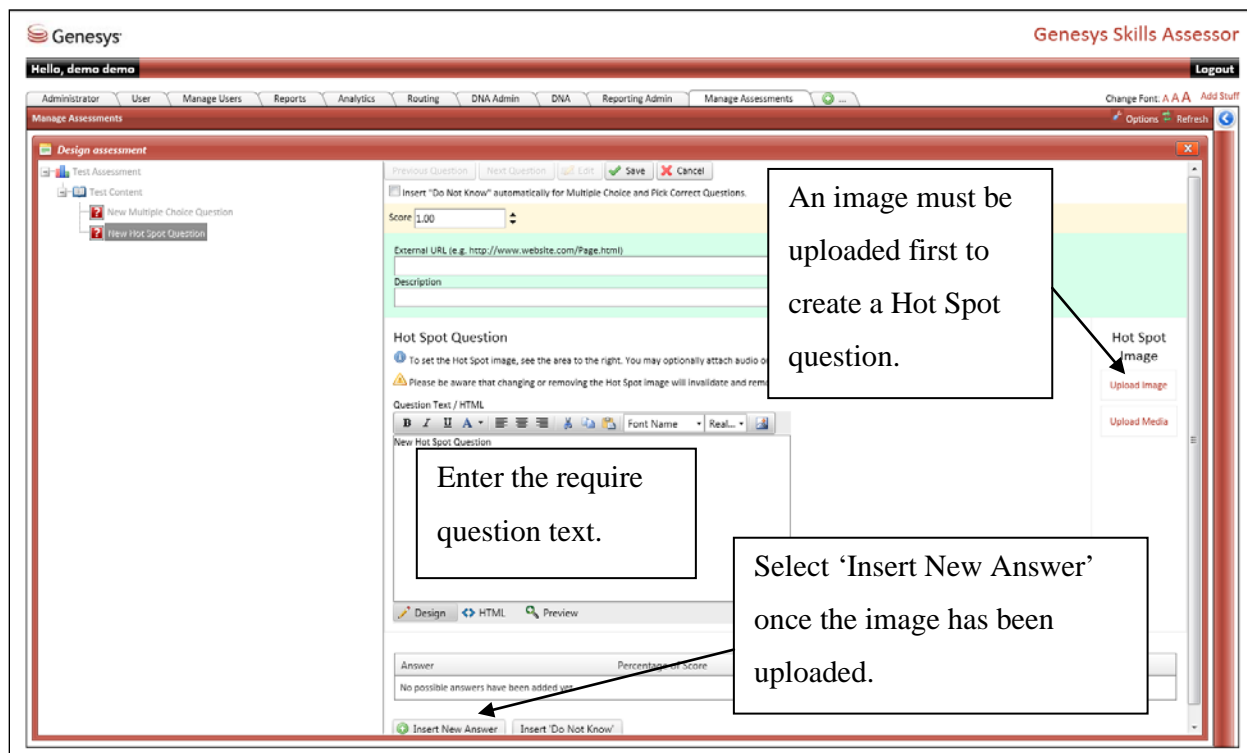
After selecting 'Image' the following window will appear for browsing and selecting the required image. After selecting 'Upload Image' the image will appear below 'Preview' to confirm that the correct image has been selected. To save the information return to the 'Answer' tab to click on OK once the question has been completed.



To create the next question associated to the Content, right click on the content and select 'New Question'.



Hot Spot Questions



Follow the instructions to define the hot spot answer area.

Genesys Skills Assessor

Hello, demo demo Logout

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Design assessment

Edit Hotspot Answer

Define Hotspot Area...

Click the 'Define Hotspot Area...' button to nominate where the correct answer region is.
Top Left Coordinate: Bottom Right Coordinate:

LLS - Litton Loan Servicing®
SEND PAYMENTS TO:
P.O. Box 4387
Houston, TX 77210-4387
www.littonloan.com

JOHN D SAMPLE
JANE T SAMPLE
ADDRESS LINE 1
ADDRESS LINE 2
CITY STATE ZIP

BILLING STATEMENT

STATEMENT DATE: 09/14/2008
LOAN NUMBER: 1234567890
CONTRACTUAL DUE DATE: 09/11/2009

PROPERTY ADDRESS: 12345 Main Pkwy 12345678901234
Anytown, US 12345-1234

PRINCIPAL AND INTEREST: \$14.11
ESCROW AMOUNT: \$5.50
ADDITIONAL AMOUNT REQUIRED: \$7.00
MISCELLANEOUS: \$0.00
TOTAL MONTHLY PAYMENT: \$26.61
LATE CHARGE/DUE: \$0.00
OTHER FEES/DUE: \$0.00

PAYMENT OPTIONS

Pay Online: www.littonloan.com
Go to 'Make a Payment'

Pay By Mail: P.O. Box 4387
Houston, TX 77210-4387

Pay By Phone: (800) 568-8001
Press Option 3

Western Union: WU
Code: 0001 Texas

LOAN INFORMATION

* PRINCIPAL BALANCE: 25,128.53
* ESCROW BALANCE: 47.50
* SUSPENSE BALANCE: 0.00
* CURRENT INTEREST RATE: 6.0000

* This is not a payoff balance.
Refer to back of statement for additional information.

This is an attempt to collect your debt and any information obtained will be used for that purpose.

TRANSACTION DATE	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	PRINCIPAL	INTEREST	ESCROW	SUSPENSE / FEE	OTHER
08/01/08	PAYMENT	270.00	188.15	105.52	35.32	0.00	

IMPORTANT MESSAGES

Genesys Skills Assessor

Hello, demo demo Logout

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Design assessment

Edit Hotspot Answer

Define Hotspot Area...

Top Left Coordinate: 254,226 Bottom Right Coordinate: 542,287

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Houston, TX 77210-4387
www.littonloan.com

JOHN D SAMPLE
JANE T SAMPLE
ADDRESS LINE 1
ADDRESS LINE 2
CITY STATE ZIP

BILLING STATEMENT

STATEMENT DATE: 09/14/2008
LOAN NUMBER: 1234567890
CONTRACTUAL DUE DATE: 09/11/2009

PROPERTY ADDRESS: 12345 Main Pkwy 12345678901234
Anytown, US 12345-1234

PRINCIPAL AND INTEREST: \$14.11
ESCROW AMOUNT: \$5.50
ADDITIONAL AMOUNT REQUIRED: \$7.00
MISCELLANEOUS: \$0.00
TOTAL MONTHLY PAYMENT: \$26.61
LATE CHARGE/DUE: \$0.00
OTHER FEES/DUE: \$0.00

PAYMENT OPTIONS

Pay Online: www.littonloan.com
Go to 'Make a Payment'

Pay By Mail: P.O. Box 4387
Houston, TX 77210-4387

Pay By Phone: (800) 568-8001
Press Option 3

Western Union: WU
Code: 0001 Texas

LOAN INFORMATION

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* ESCROW BALANCE: 47.50
* SUSPENSE BALANCE: 0.00
* CURRENT INTEREST RATE: 6.0000

* This is not a payoff balance.
Refer to back of statement for additional information.

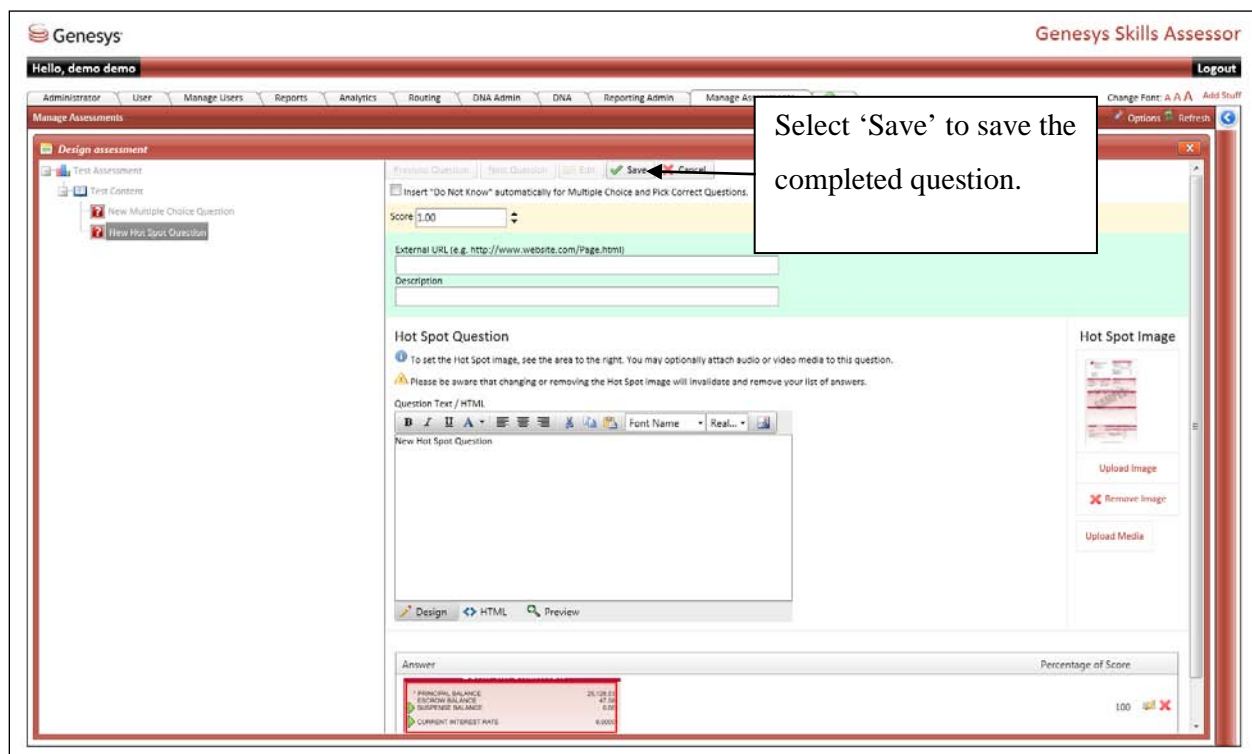
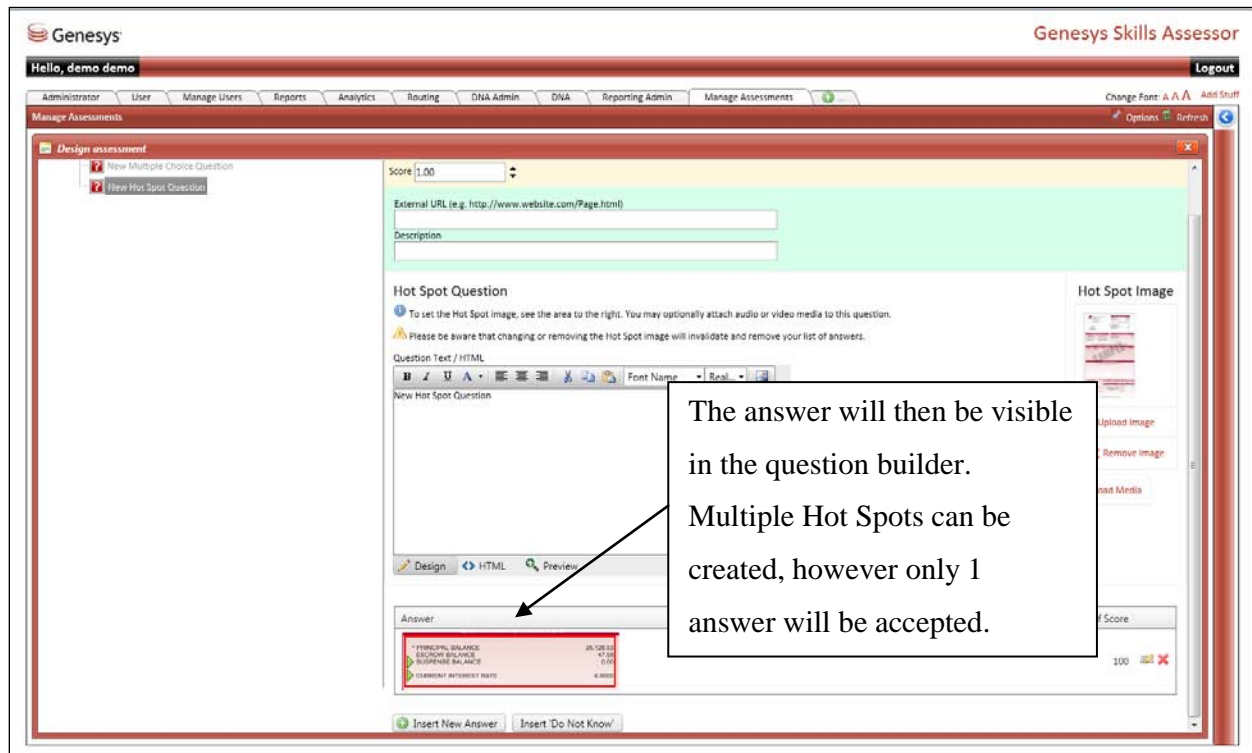
This is an attempt to collect your debt and any information obtained will be used for that purpose.

TRANSACTION DATE	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	PRINCIPAL	INTEREST	ESCROW	SUSPENSE / FEE	OTHER
08/01/08	PAYMENT	270.00	188.15	105.52	35.32	0.00	

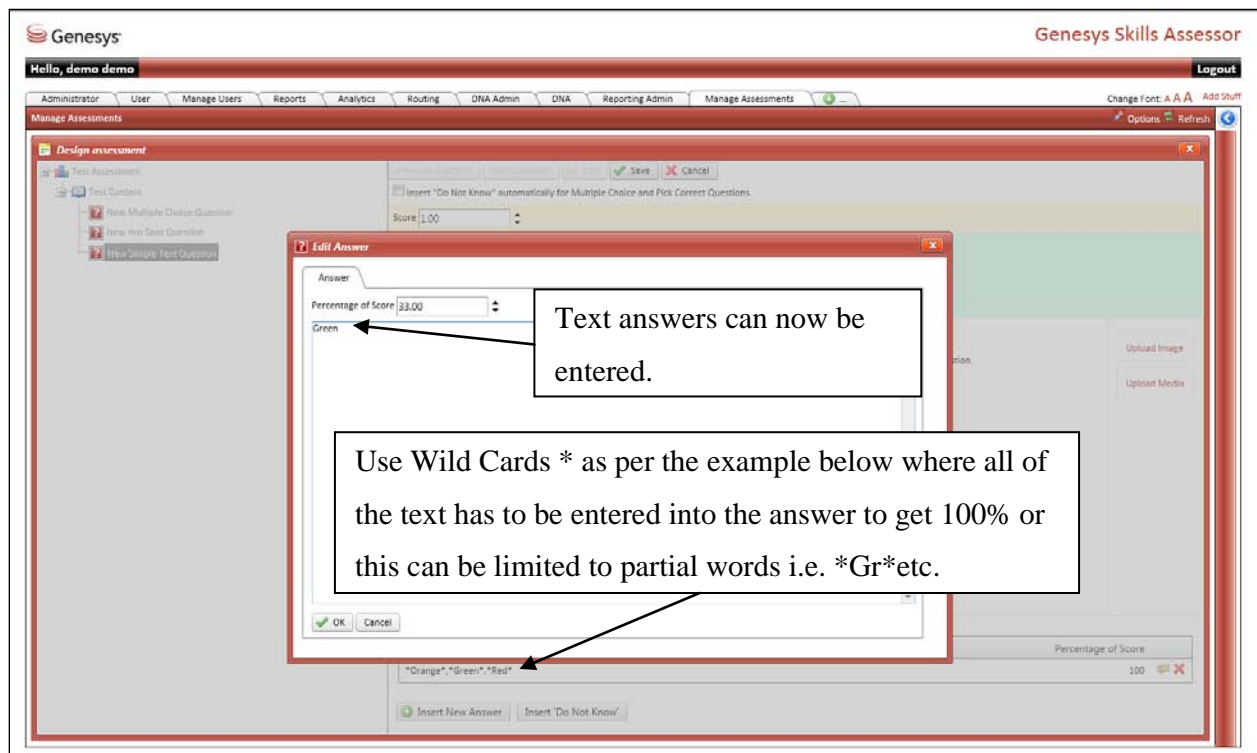
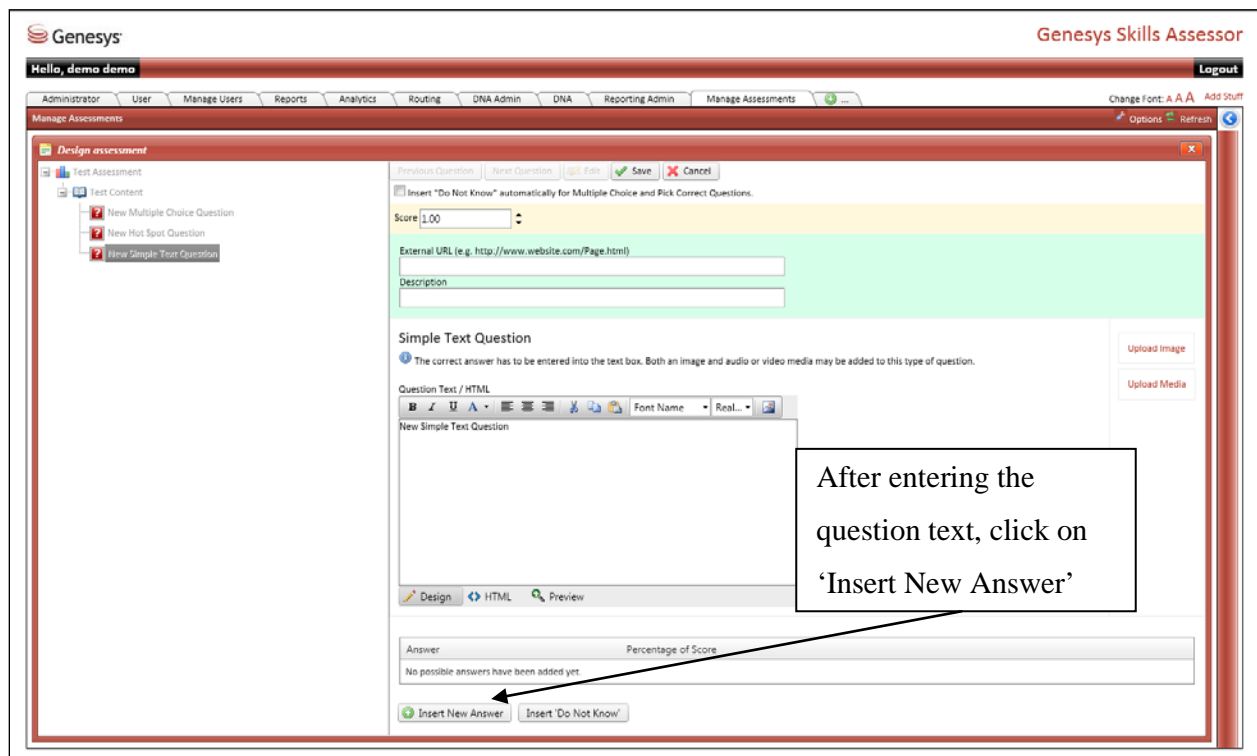
IMPORTANT MESSAGES

Important messages will be displayed in this section.

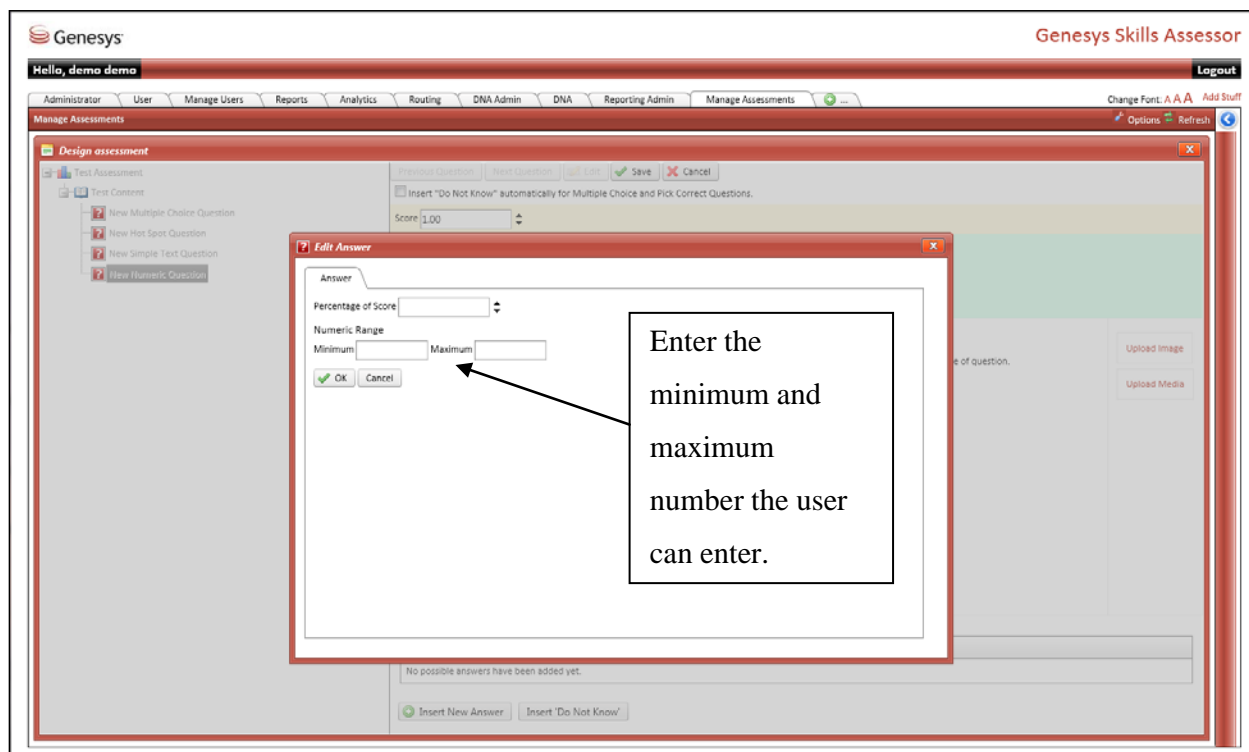
This will create a red box around the required answer selection area.



Simple Text Question



Numeric Question



Feedback Questions

Feedback questions cannot be combined with any other question types.

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Logout

Manage Assessments

Design assessment

Test Assessment

Test Content

- New Multiple Choice Question
- New Hot Spot Question
- What are the colours used for traffic...
- Feedback
- New Feedback Question

Previous Question | Next Question | Edit | Save | Cancel

Insert "Do Not Know" automatically for Multiple Choice and Pick Correct Questions.

Score: 1.00

Feedback Question

A multiple choice selection can be made in response to a subjective

Question Text / HTML

New Feedback Question

Design | HTML | Preview

Answer | Percentage of Score

No possible answers have been added yet.

Build Feedback Ratings

Minimum: Maximum: Build

Save Template

Feedback Template Name: Save Template

In this example a separate Content level has been created for Feedback Questions.

Once the feedback question has been entered, build the feedback ratings by entering the minimum and maximum number of ratings required.

Save the ratings created as a template for future use.

After selecting Build the number of minimum and maximum ratings will be presented for completion.

To edit an existing question, select the question and click on 'Edit'.

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Logout

Manage Assessments

Design assessment

Test Assessment

Test Content

- New Multiple Choice Question
- New Hot Spot Question
- What are the colours used for traffic...
- Feedback
- New Feedback Question

Previous Question | Next Question | Edit | Save | Cancel

Insert "Do Not Know" automatically for Multiple Choice and Pick Correct Questions.

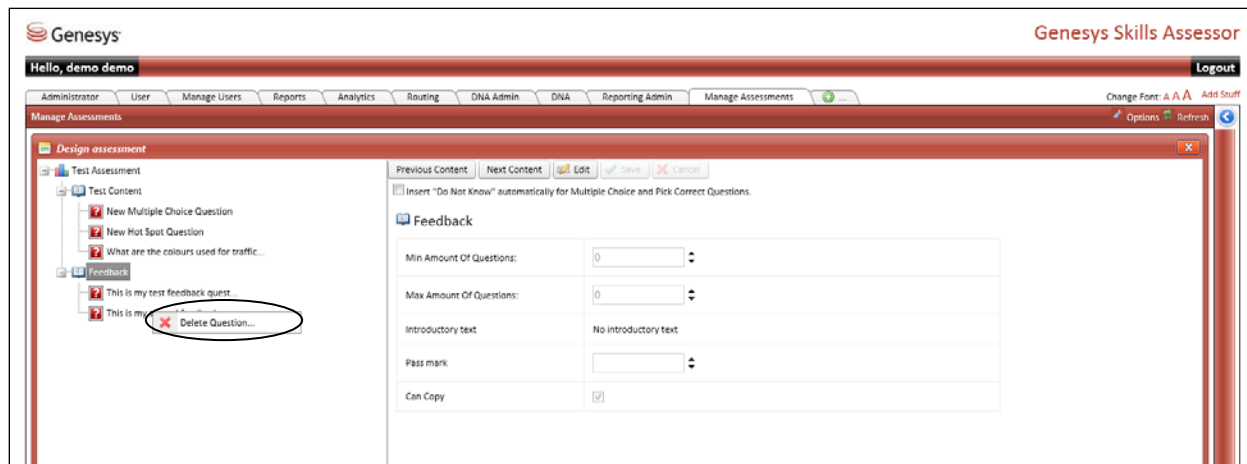
Your Score: 0 Possible Score: 1

Comments/Evidence

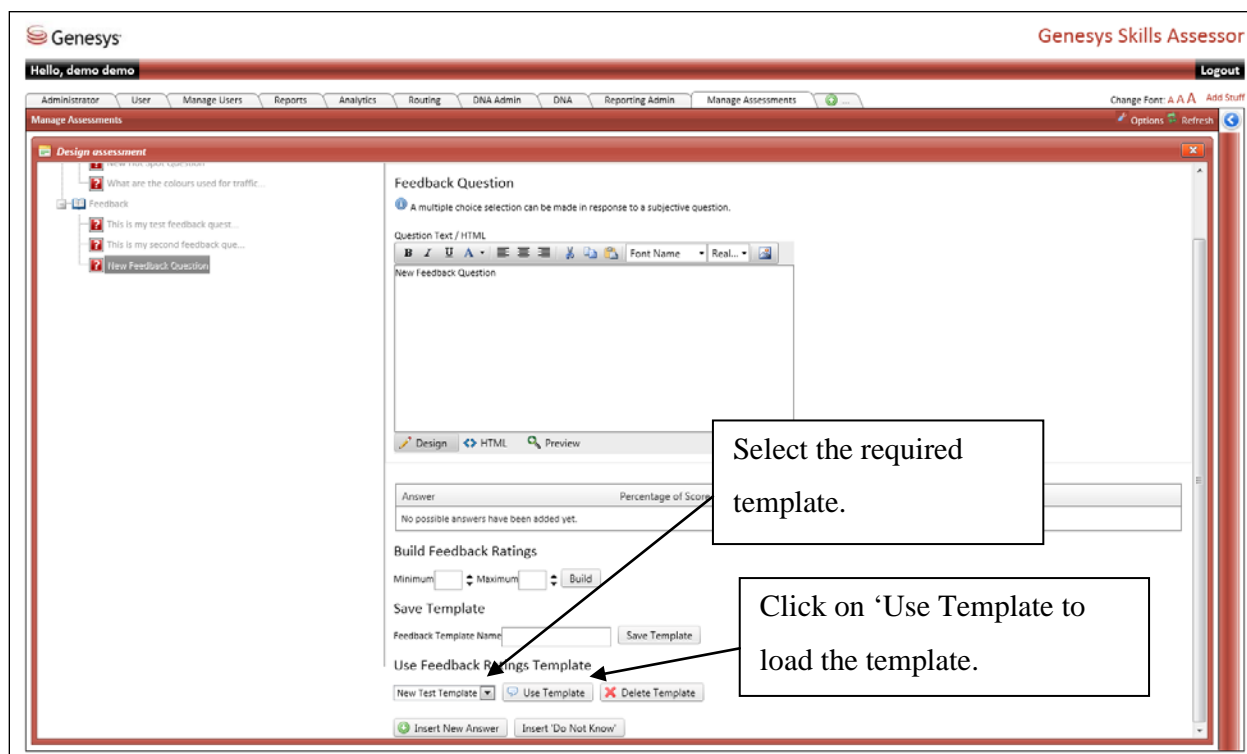
New Feedback Question

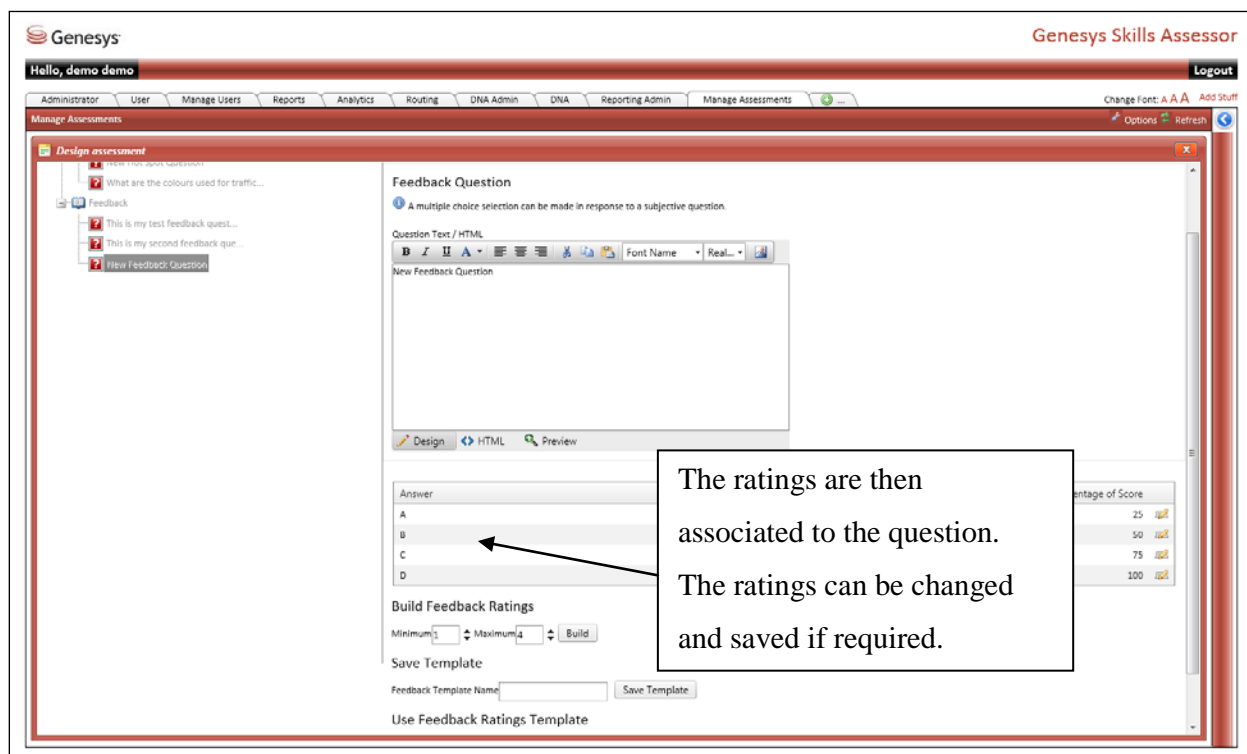
Click on 'Edit' to access an existing question.

To delete a question right click on the question and then select 'Delete Question'.



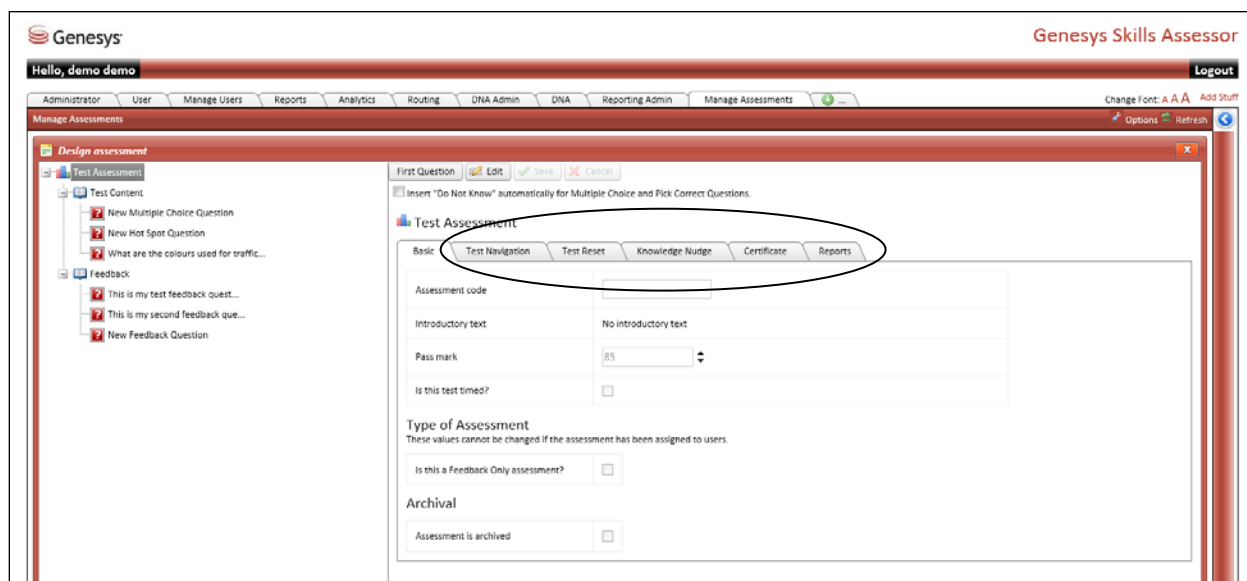
To use an existing template for a feedback question, first create a new question and then click on the 'Use Template' button after first selecting the required template from the drop down box.





It is possible to change the order of content sections and questions by dragging them to a new location within the assessment's element hierarchy.

Once the assessment has been completed, click on the assessment name to access the additional functionality.



Test Navigation

Allows users to move forwards and backwards through the assessment.

Enter a relevant url and description to present a link in the question text for the user to select.

In Order – presents the questions in the order they have been created.
Randomly within Content – keeps the content order but randomises the questions.
Randomly across all Content – questions are presented completely random.

Basic	Test Navigation	Test Reset	Knowledge Nudge
How are questions ordered?		In order	
Number of questions to choose for test		100	
Can users freely navigate through the test?		<input checked="" type="checkbox"/>	
Relevant site link			
Link description			
How would you like the questions to be displayed?		A question per page apart from feedback questions	

Display options: 'A question per page apart from feedback questions', 'A question per page including feedback questions' or 'all questions under a top level content shown on the same page'.

Test Reset

The screenshot shows the 'Test Assessment' window in the Genesys Skills Assessor. The 'Test Reset' tab is selected. The 'Enable test auto-reset?' checkbox is checked. The 'Number of times to auto-reset' is set to 1. A callout box points to this field with the text: 'Allows the assessment to be automatically reset if the user fails to achieve the required pass rate. The number of times this is allowed is also managed.'

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Logout

Design assessment

Test Assessment

Basic | Test Navigation | **Test Reset** | Knowledge Nudge | Certificate | Reports

Enable test auto-reset? ☒

Number of times to auto-reset: 1

Allows the assessment to be automatically reset if the user fails to achieve the required pass rate. The number of times this is allowed is also managed.

Knowledge Nudge

The screenshot shows the 'Test Assessment' window in the Genesys Skills Assessor. The 'Knowledge Nudge' tab is selected. The 'Knowledge nudge document type' is set to 'PDF (Portable Document Format)'. The 'Select File' button is highlighted. A callout box points to this button with the text: 'Browse for the required PDF document to associate to the assessment or provide an external url.'

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Change Font: A A A Add Stuff Options Refresh

Logout

Design assessment

Test Assessment

Basic | Test Navigation | Test Reset | **Knowledge Nudge** | Certificate | Reports

Knowledge nudge document type: PDF (Portable Document Format)

Select File

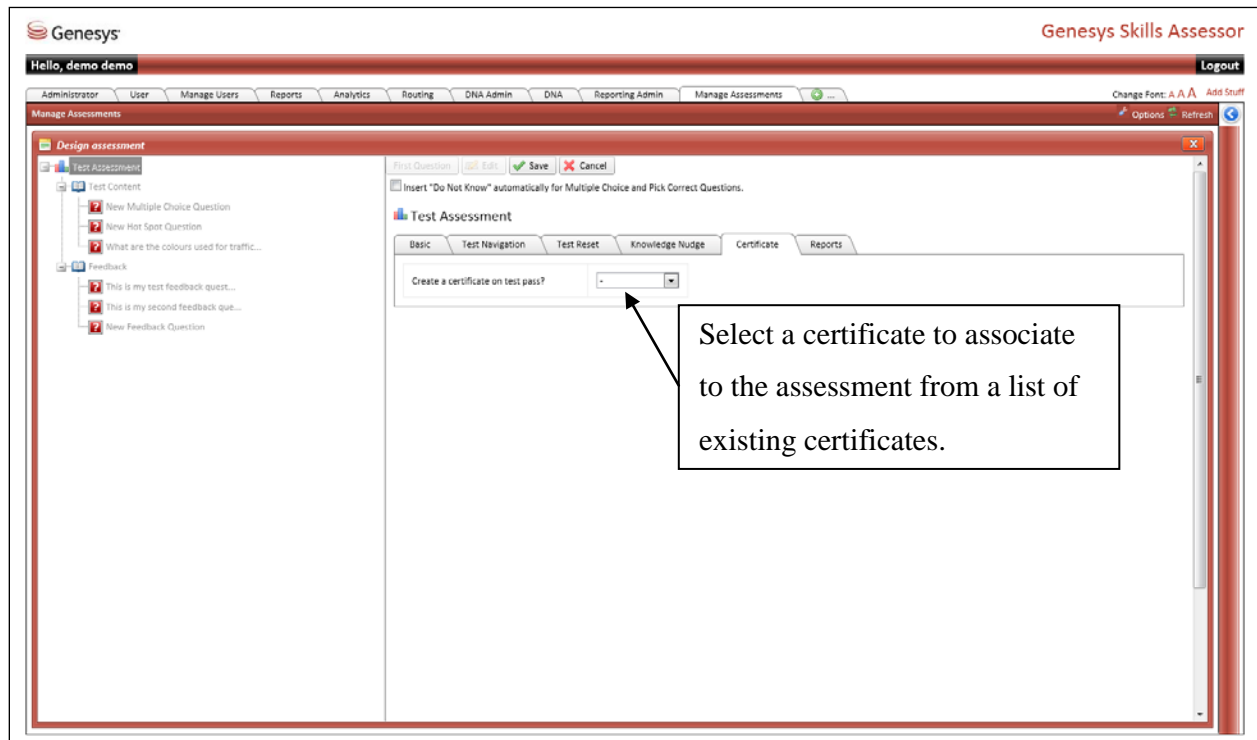
Select a knowledge nudge file to upload. The allowed file types are: .pdf

Click the button below to upload the file.

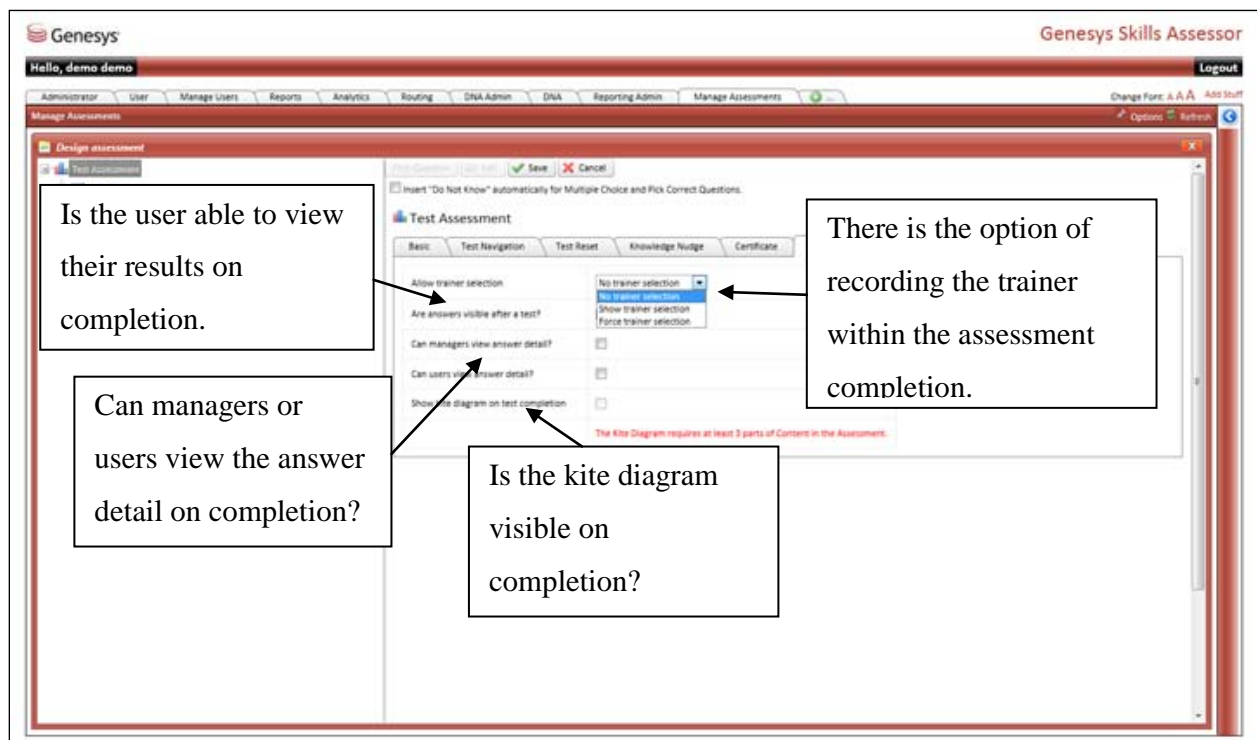
Upload Knowledge Nudge

Browse for the required PDF document to associate to the assessment or provide an external url.

Certificates



Reports



To assign an assessment, select an assessment from the main table and click the ‘Assign Assessment’ link. A new screen will appear allowing you to search for users to whom the assessment will be assigned. It is possible to search based upon date ranges, user fields, other assessments assigned to users, DNA components, roles and groups. Once you have entered search criteria, click the ‘Search’ button. Any results will be displayed in the table below. Check the checkboxes in the first column of the table to select the users to whom the assessment will be assigned, then click the ‘Assign’ button. A dialog box will appear requesting that you confirm your choice, click OK to finalise the assigning of users to the assessment.

blue.com - [Assign Assessment]

User Assessments DNA Role Group

Select an Assessment: ALL QUESTIONS ASSE

(0 - 100%)

Search Assign ☐ Show assigned users

	Login ID	First Name	Last Name
<input checked="" type="checkbox"/>	Blue01	Sarah	Abbott
<input checked="" type="checkbox"/>	Blue02	Danielle	Armstrong

Select a date range (optional)

Date From:

Date To:

To print off a version of the assessment, highlight the assessment first and then click on ‘View printable version’.

Manage Assessments

Design Assign Reports Import & Export

Assessments owned by: Me

Search (in assessment and content):

Show additional filters: ☐

Search

Assessment Name	Assessment code	Date created	Feedback only?
Mobilephone Consumer Sales	123	22/01/2013 13:24	No
NEW		13/12/2012 13:59	No
trainer selection option test		12/12/2012 17:16	No

Page 1 of 1, items 1 to 3 of 3

Import / Export

Creating Knowledge Nudges

Knowledge nudges are used when there is some information that the user has to read before taking an assessment.

A knowledge nudge can take 2 formats;

- A URL pointing to a website on the internet or an internal intranet site.
- A PDF document.

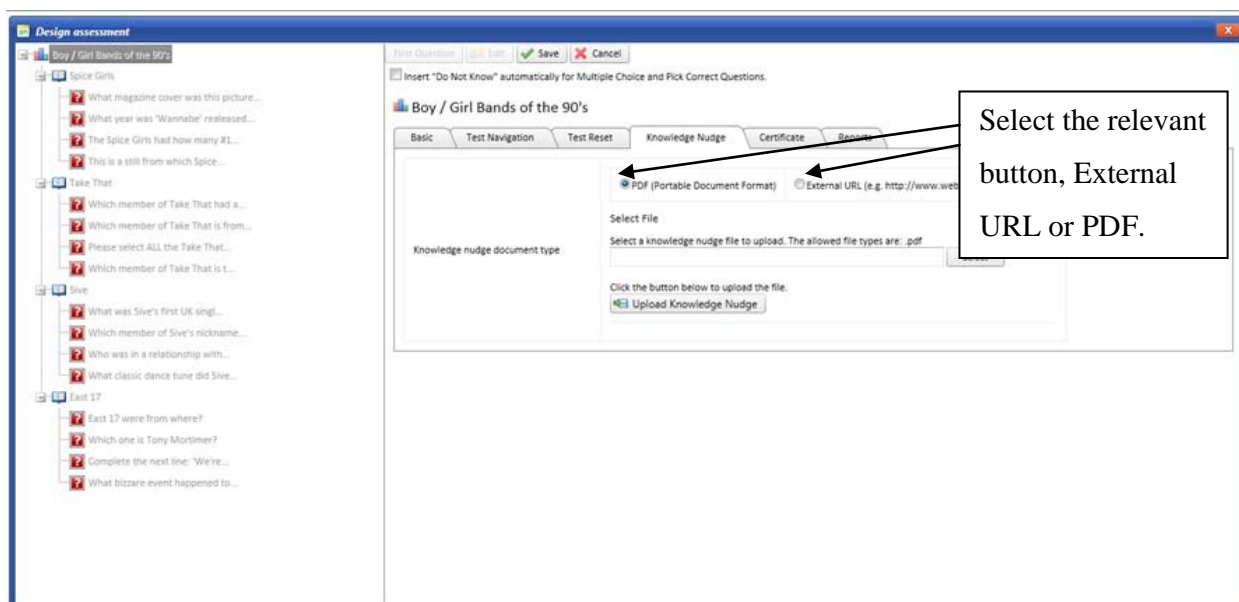
Knowledge Nudges can therefore be used as a powerful replacement to paper briefings as a user's understanding of the contents can be assessed.

Reporting within Skills Assessor will also detail the number of times that a user has accessed any Knowledge Nudges and the average and overall duration of each view.

Skills Assessor's ability to display PDF's allows rich PDF content to be displayed. With the use of Microsoft's PowerPoint, Adobe Acrobat or Adobe Captivate interactive PDF documents can be created to deliver a crystal clear message to users which can include video, audio and hyperlinks. Microsoft's PowerPoint, Adobe Acrobat or Adobe Captivate interactive is not included with Skills Assessor and separate licenses are required for these software applications.

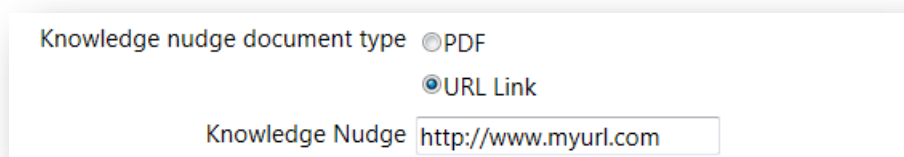
In order for Skills Assessor to display PDF content correctly Adobe Acrobat should be installed on the user's computer and this is freely available from Adobe.

In order to add a Knowledge Nudge to an assessment select the Knowledge Nudge tab in the assessment builder, as per the example below.

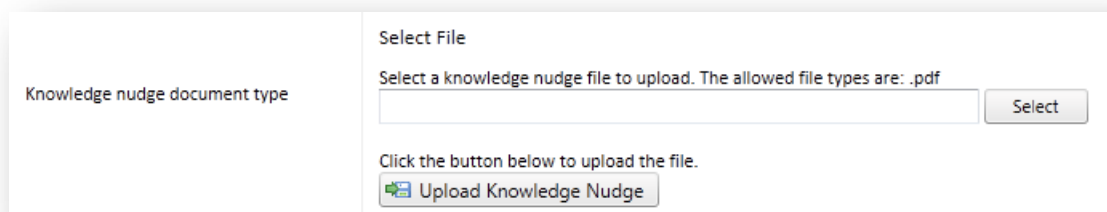


Select whether you require your Knowledge Nudge to be a website external URL or a PDF by selecting the relevant radio button.

The example below shows a website URL of <http://www.myurl.com>.



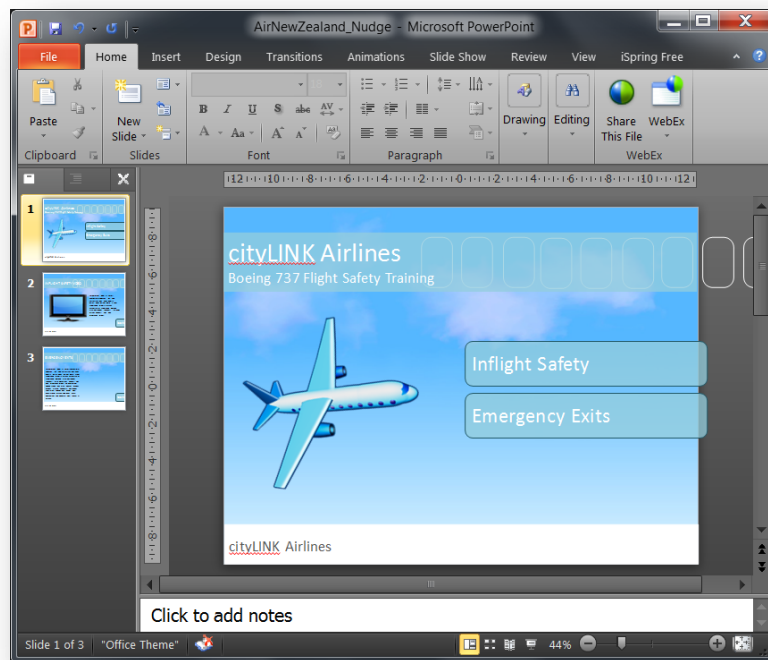
Alternatively if you wish to upload a PDF to Skills Assessor to be used as your Knowledge Nudge this can be done by selecting the PDF Radio Button. This will display a browse button for you to locate the PDF document on your computer, as shown.



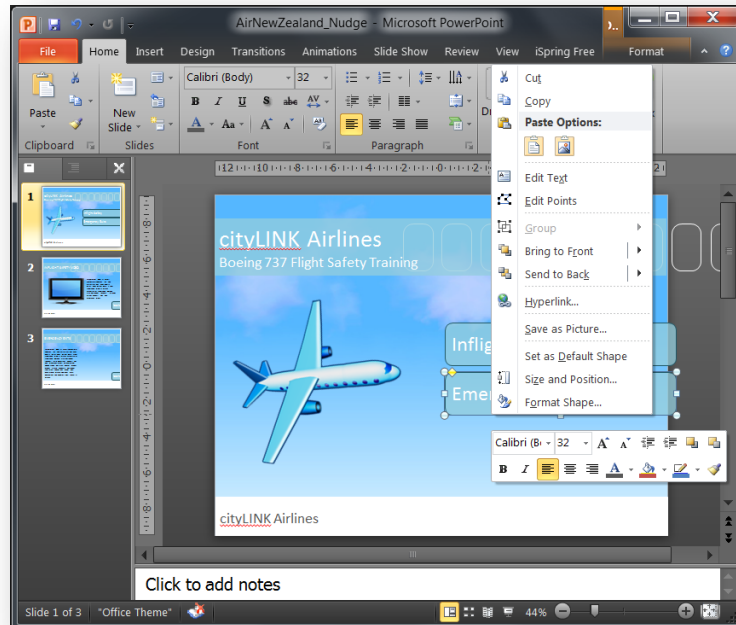
In order to create interactive multimedia nudges then you will require additional software not supplied with Skills Assessor such as Microsoft PowerPoint and Adobe Acrobat. If you are using

Microsoft PowerPoint you can create a new presentation or use an existing presentation you may have.

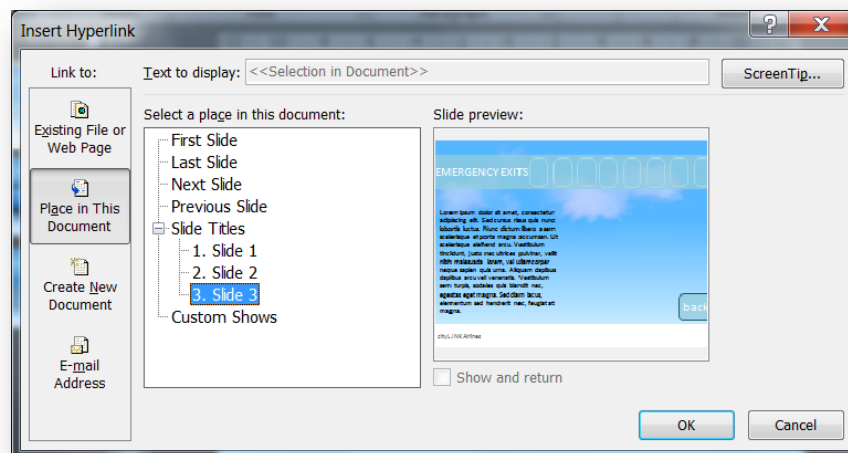
You can then design or make changes to your nudges using the wide array of tools available to the user such as text boxes, images, charts and alter color schemes etc. as shown in the PowerPoint screenshot below. Additional help on using PowerPoint can be found within its Help Menu.



In order to make your presentation interactive you will need to add hyperlinks. These hyperlinks will allow the user to navigate around the presentation by clicking in certain areas. To make an element of your PowerPoint presentation a hyperlink, simply right click it and select hyperlink.



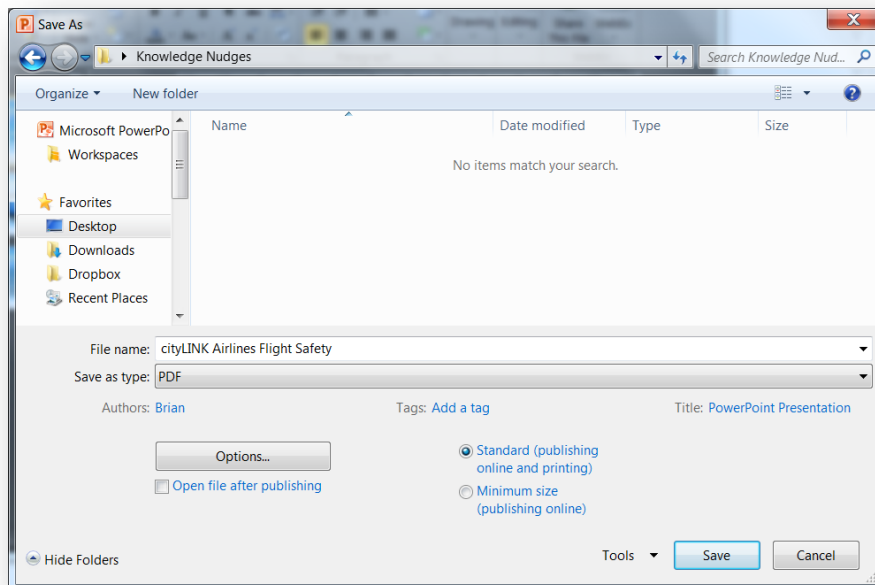
The hyperlink dialogue box will then be displayed similar to that below. Select the “Pages within this document” option and select the page of the PowerPoint presentation that should be displayed on clicking.



Click OK when you are happy with your selection. Repeat this process for each of the hyperlinks within your presentation. If you run your slideshow in PowerPoint you will be able to test all of your

hyperlinks. When you are satisfied that everything is in the correct place you will need to save your presentation as a PDF document.

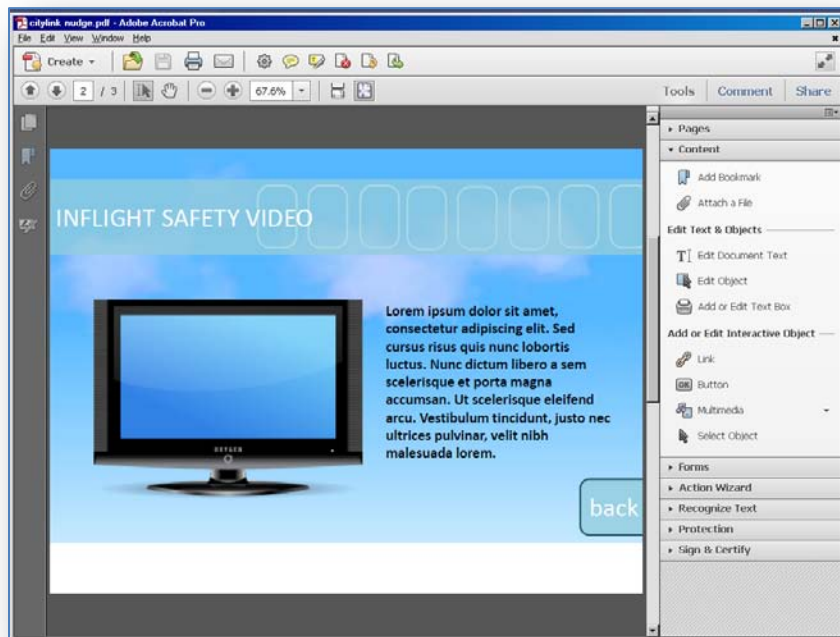
More recent versions of Microsoft PowerPoint have the ability to create the PDF document from within it. In the save as dialogue box select PDF in the Save As Type drop down menu and locate where on your computer you wish to save the file.



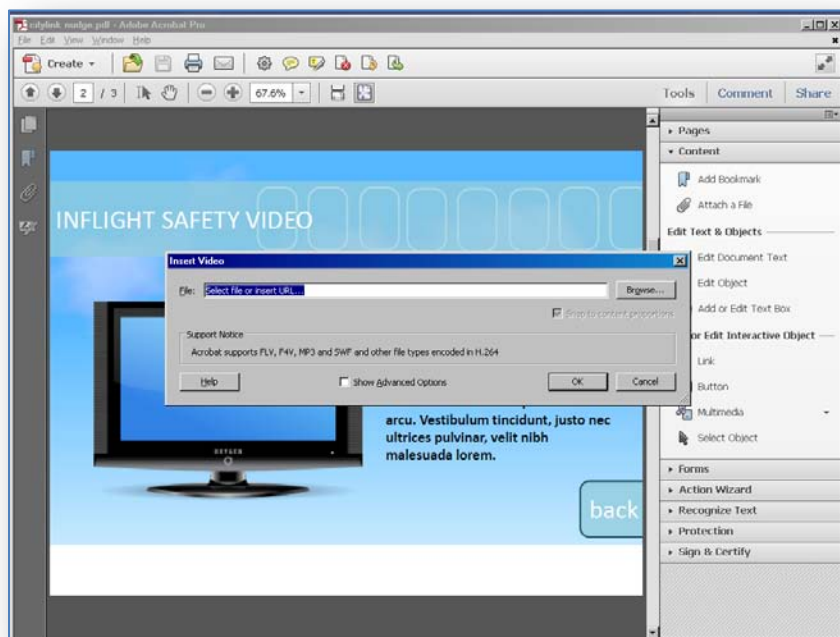
A PDF of your presentation will then be created with all hyperlinks included. If you do not intend to use any video or audio within your knowledge nudge then it is ready to be included in your assessment as detailed above. If you do wish to add multimedia content then you should open the newly created pdf document within Adobe Acrobat. You will notice that you can navigate around your presentation.

Insert Video Content

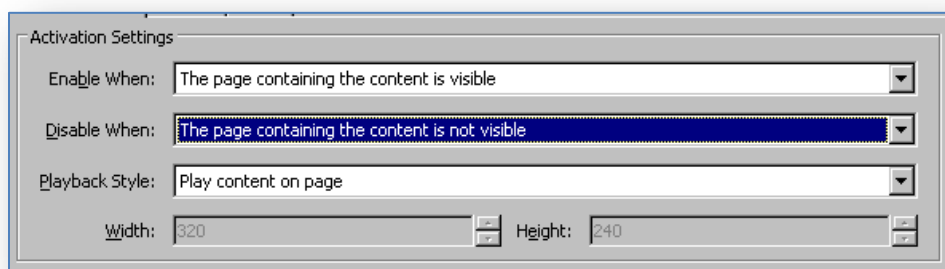
Locate a page that you wish to add your multimedia content to then locate your Tools menu in Acrobat. This will display a list of various content types that can be inserted. As shown below.



Select the Multimedia option and choose Video. This will allow you to select an area of your PDF where you wish to insert your video. A dialogue box will be displayed allowing you to select the location of the video you wish to insert.



Select the 'Show Advanced Options' selection. This will enable you to select how you would like the video to be played to the user. You can choose to have the video play automatically as soon as the page is opened or you can only play the video when the video is clicked by the user.



It is also advisable to select that the content should be disabled when the page containing the video content is not visible to the user otherwise the media will continue to play.

When you are happy with your selections select ok and your video will be embedded.

If you navigate away from your page and return you will be able to see your media display in the way you selected above.

Save your PDF document from the File menu of Acrobat. This document is now ready to be attached to an assessment within Skills Assessor.

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

Hello, Danielle Armstrong

Assessment: Mobilephone Consumer Sales

Please View Before Accessing the Test

Assessment Details

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. 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

Managing Knowledge Nudges

The 'Manage Knowledge Nudges' widget can be used to search, create, edit, delete and preview knowledge nudges. Existing knowledge nudges are listed in the middle of the widget. The management and preview controls are on the left side of the widget. The searching controls are at the top of the widget as shown in the image below.

The screenshot shows the 'Manage Knowledge Nudges' widget. It has a dark red header bar with the title 'Manage Knowledge Nudges' and two icons: 'Options' and 'Refresh'. Below the header, there are two main sections: 'Manage' and 'Preview'. The 'Manage' section includes a 'Search Type' dropdown set to 'Tag', a 'Search Term' input field, and a 'Search' button. There is also an 'Owner' dropdown set to 'Me'. The 'Preview' section includes a 'Preview Nudge' link. To the right of the 'Preview' section, there are two checkboxes: 'Show Archived Nudges Only' (unchecked) and 'Group by Tag' (checked). Below these controls is a table with the following data:

Nudge Title	Nudge Type	Date created
Tag: Broadband		
Broadband Sales Knowledge Nudge	URL	22/01/2013 16:20

At the bottom of the table, there is a pagination bar with the text 'Page 1 of 1, Items 1 to 1 of 1'. The bar also includes navigation icons (K, <, 1, >, X) and a 'Page Size' dropdown set to '10'.

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.

If the feedback assessment has been set to ‘self and manager’ an additional checkbox (labelled ‘Only require user feedback before combined test?’) will appear. Enabling this checkbox will prevent the manager from seeing the feedback assessment until the user has completed it. Once the user’s feedback is complete, the manager will have the option of either completing their part of the feedback assessment or immediately creating a combined feedback assessment without completing their own version of the assessment first. The combined feedback assessment will require that the manager and the agent collaboratively take the assessment again and agree on the answers provided to the questions using the Manager’s Skills Assessor account. The agent will then be required to provide their password to confirm that they agree with the provided answers.

Type of Assessment

These Feedback options cannot be changed if the assessment is currently assigned to Users, either individually, by Group, or the Assessment has ever been taken.

Is this a Feedback Only assessment?	<input checked="" type="checkbox"/>
Select a deployment type	<div>Self and Manager</div>
	<input checked="" type="checkbox"/> Only require user feedback before combined test? 

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

The screenshot shows the Genesys Skills Assessor interface. The user is logged in as Gerry Cafolla. The navigation menu includes: My Development, Reports, Manage Groups & Users, System Settings, Manage Assessments, My Development, Reports, and a plus icon. The 'My Development' section is active, and the 'Feedback on other users (3)' tab is selected. The table below displays the feedback data.

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	27.80
Individually assigned assessments		75.00	3.08

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

The screenshot shows the Genesys Skills Assessor interface with the 'Feedback on other users (3)' tab selected. The table below displays the assessment details.

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

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

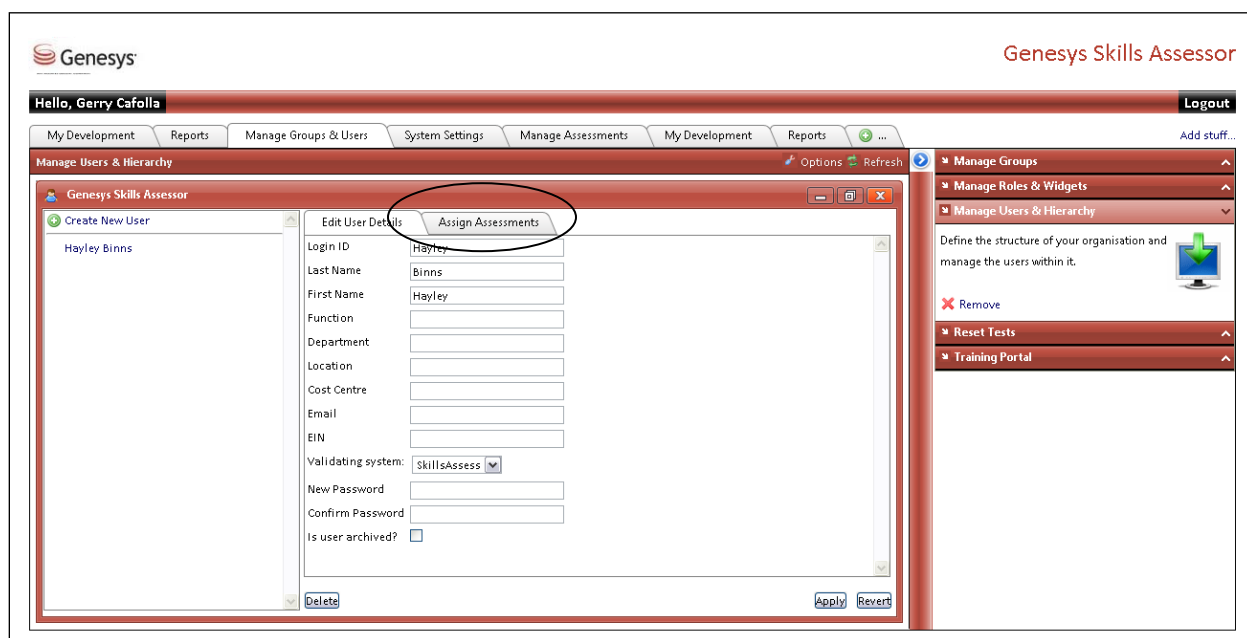
Email Notification Service

It is possible to configure SkillsAssessor to automatically send an email notification to managers when their subordinates have completed a 'self & manager' feedback assessment. This optional feature is enabled via the Email Notification Service. Please see the 'SkillsAssessor 8.1.1 Email Notification Service' document for instructions relating to the installation and configuration of this service.

Assigning Assessments to Individual Users

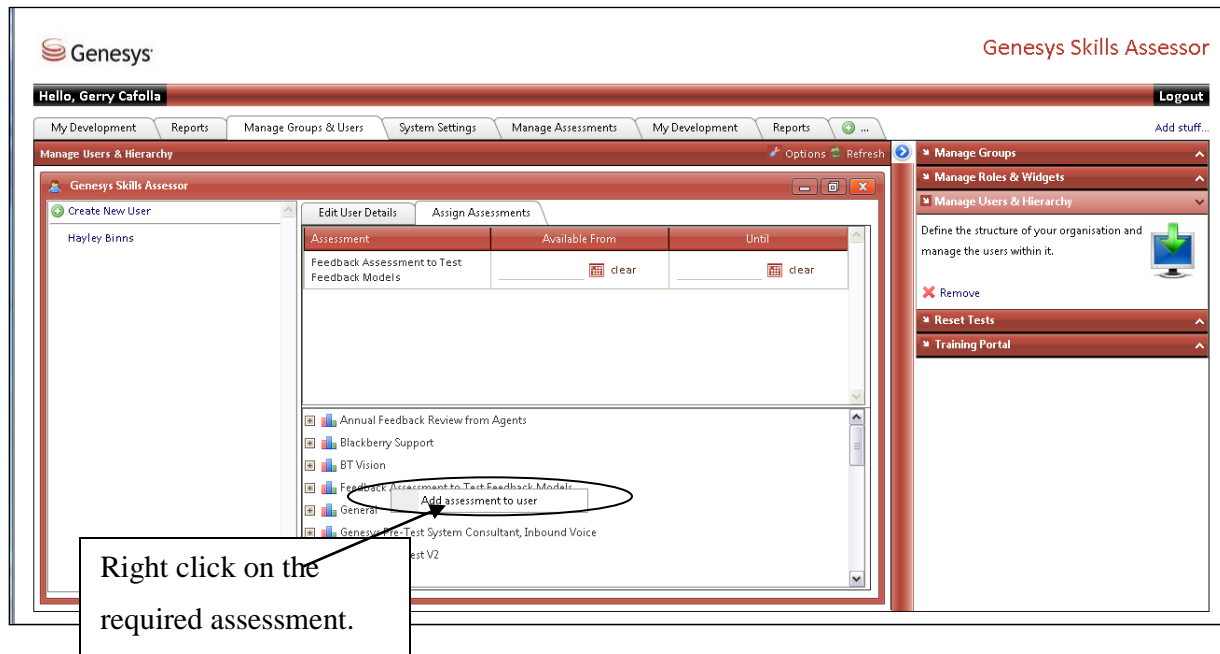
The option to assign an assessment to an individual is available in the user detail window.

After selecting the individual user click on ‘Assign Assessments’.

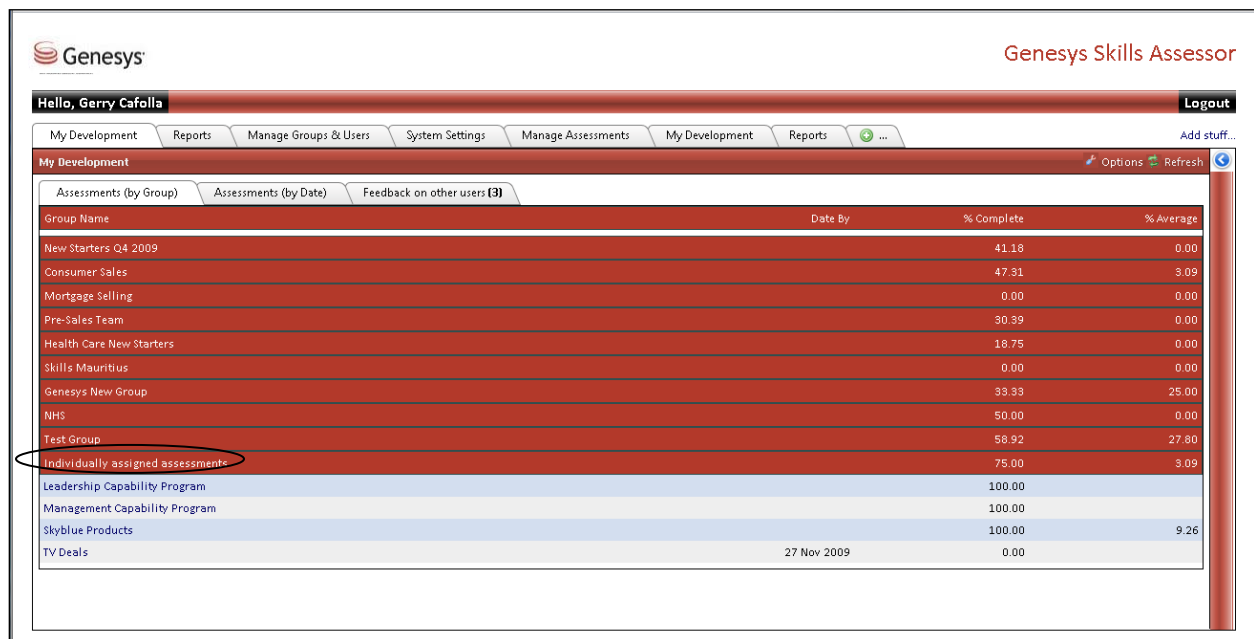


The assessments are then available in the assessment window to select and assign to the user.

Click on the required assessment and select ‘Add assessment to user’.



The individually assigned assessment will be visible under 'individually assigned assessments' in the selected user's 'My Development' widget.

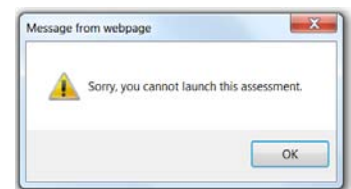


'My Development' Displays the Assessment due date

The 'My Development' widget displays the date that an assessment needs to be completed by (providing it has been configured as part of it being assigned to the user).

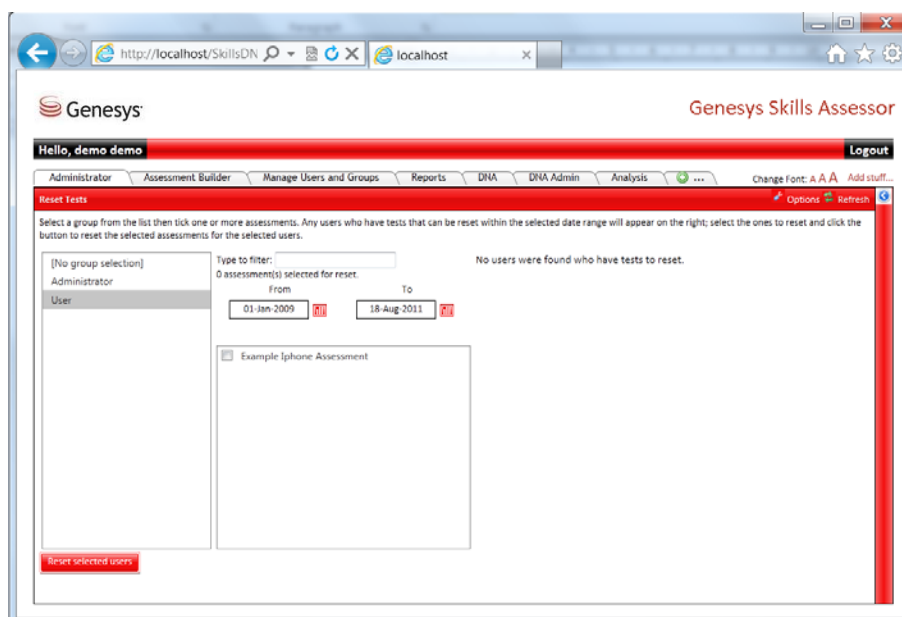
Assessments (by Group)		Assessments (by Date)	
Group Name	Date By	%Complete	%Average
User		0.00	0.00
Example Iphone Assessment		0.00	
Airline Routes	31 Aug 2011	0.00	
Individually assigned assessments		100.00	0.00

If a user attempts to launch an assessment before the start date they will be presented with a message indicating that the assessment cannot be launched.

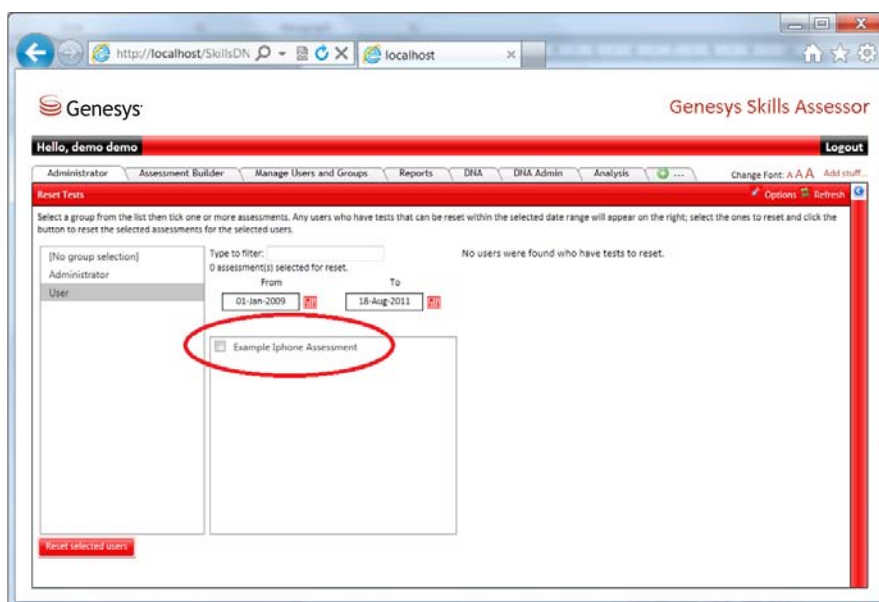


Ability to Reset Multiple User Tests

There is a 'Reset Tests' widget for resetting user assessments (this widget needs to be added to the relevant job roles).



There is the option to reset by group or for an individual. The Group names will appear at the left hand side with the option then of selecting the group or an individual within the group only.

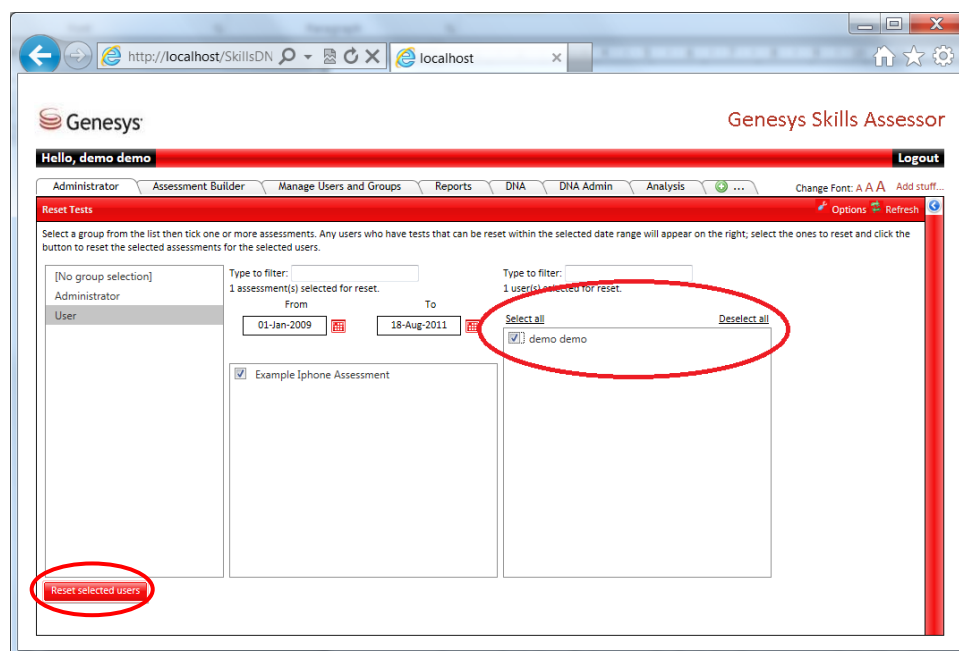


The second column will then be populated with the titles of any assessments that have been taken. If this list is large you can apply a date filter by entering the date range.

N.B. The date range needs to include the dates when the users have taken the assessments.

A free text filter can be used to search for a specific assessment names. If you change any of the filtering criteria the list of assessments will update automatically.

Select the title of the assessment you wish to reset, multiple assessments can be selected at this stage if required. A third column will then appear showing the names of users who have taken the selected assessment as shown in the example.



Select the names of any users you wish to reset then click the 'Reset Selected Users' button. If there are a number of users shown you can use the filter to search for a particular user.

Individual User Level Access to Increase Application Font Sizes

In order to improve the usability of Skills Assessor individual users have the ability to increase and decrease font sizes. To increase the font size the user can select either the small, medium or large text as shown.



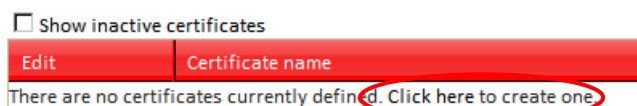
This menu is available on every page of Skills Assessor in the top right hand side once the user has logged in.

It is important to remember however that if you have chosen a specific text size when creating an assessment question this will override any changes the user makes to their text size.

Create Customizable Certificates per Assessment



Creating A New Certificate

Select the manage certificate widget. You will be presented with a list of any existing certificates (if any). Click the 'click here' text in order to create a new assessment.



You will then be able to give your assessment a name. Enter a meaningful name in the field provided. It is important that you name your certificate appropriately as you will need to assign this to individual assessments at a later date.


☐ Show inactive certificates


Edit	Certificate name
 	<input type="text"/>

There are no certificates currently defined. [Click here to create one.](#)



When you have entered your certificate name, click the plus icon to save the name change.



☐ Show inactive certificates

Edit	Certificate name
	Silver Lining Certificate

If you wish to rename your certificate click the  icon and this will enable you to amend the certificate name.


☐ Show inactive certificates

Edit	Certificate name
 	<input type="text" value="Silver Lining Certificate"/>

Click the  icon to confirm your changes. If you wish to cancel your changes you can select the  icon.

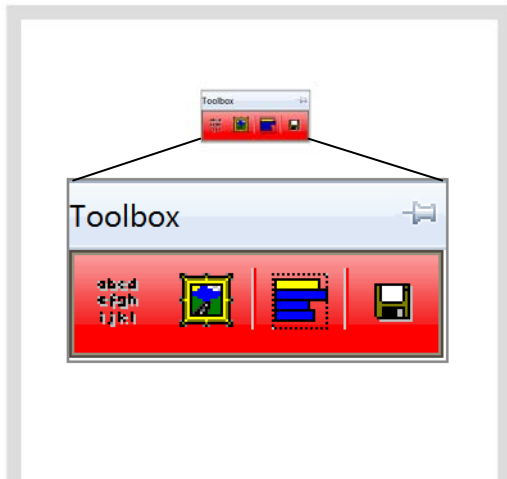
After creating a new certificate you will want to design the content within it. In order to do this, right click on the certificate name and select 'Design' from the drop down options. You will notice that you can also create new certificates from this menu as well as rename them.

☐ Show inactive certificates

Edit	Certificate name
	Silver Lining Certificate

- New Certificate
- Rename
- Design**
- Create a copy
- Deactivate

When you select 'Design' you will be presented with a blank page containing the 'toolbox'.



The white area within the grey border represents your certificate page. By clicking on the title bar of the 'Toolbox' you can drag this around the screen in order to make it easier to see more of your page.

Items are added to your page by selecting them from the toolbox. Once selected they will be added to the top left hand corner of the screen and can then be dragged and resized into position.

Add Text to your certificate



Click the text icon from the toolbox. This is the first icon as shown in the diagram above.

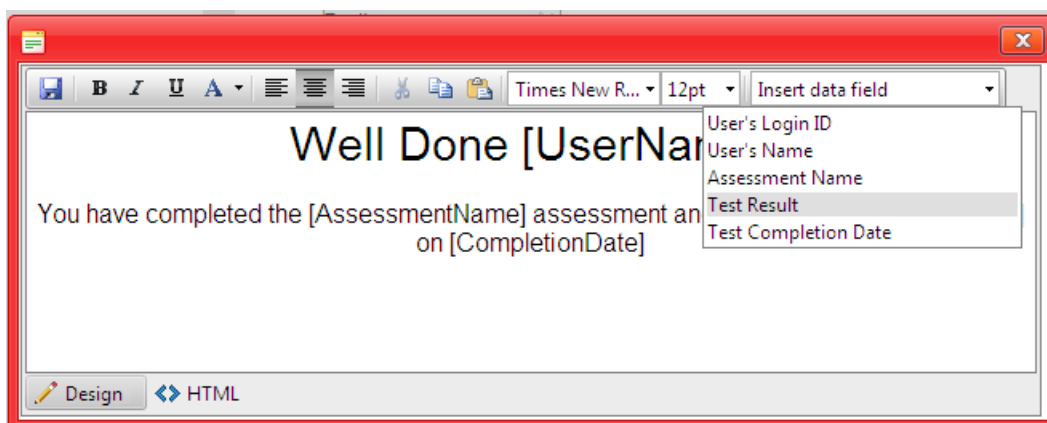
Clicking this icon will add a new text box into the top left hand corner of the screen.



Right click the text as shown and you will be presented with a menu to edit the item.




Select 'Edit Item' and you will have the ability to edit the text in the box.



You can then use the text editing tools as normal such as Bold, Italic and Underline as well as change the font sizes and colours etc.

If you wish to add elements of dynamic text such as the assessment or user's name this can be selected from the 'Insert data field' dropdown box, as per the example above. This will create an area for this information to be included wherever the cursor was positioned within the text box.

Once you are happy with your text press the  icon. This will add your text to the certificate. In most cases you will need to resize the box to accommodate your text. To do this click on the right hand corner of the text box (the icon will change to a double pointed arrow) and you can drag to resize.

To move your text place your mouse pointer over the text box, click and you can drag it around the screen.

Remember to ensure your text box is large enough to accommodate any dynamic text that will be entered such as a user's full name or the name of an assessment.

Use the save icon within the tool box (1st icon) to regularly save your certificate. If any items such as text or images are outside the boundaries of the page these will be brought back into alignment automatically to ensure they fit the page.

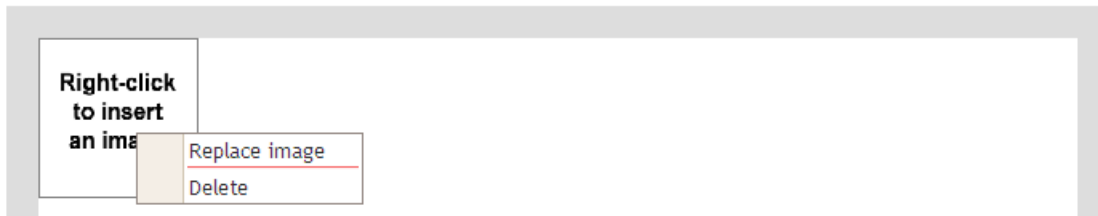
You can add multiple text boxes within your certificate.

Adding an image to your certificate



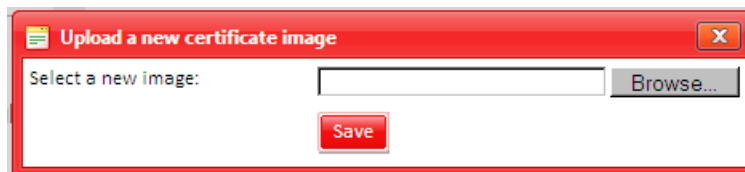
Click the image icon, this is the 2nd icon within the toolbox. As before this will be added to the top left hand corner of your certificate. Right clicking it will open a menu allowing you to

replace the image with one of your own or the ability to delete the image.



Select 'Replace image'

This will open a dialogue box allowing you to locate an image on your computer to be included as part of the certificate.



Once you have selected your image click 'Save' and the certificate will be updated with the chosen image.



As before this will be in the top right hand corner and can be resized and moved into the appropriate position.

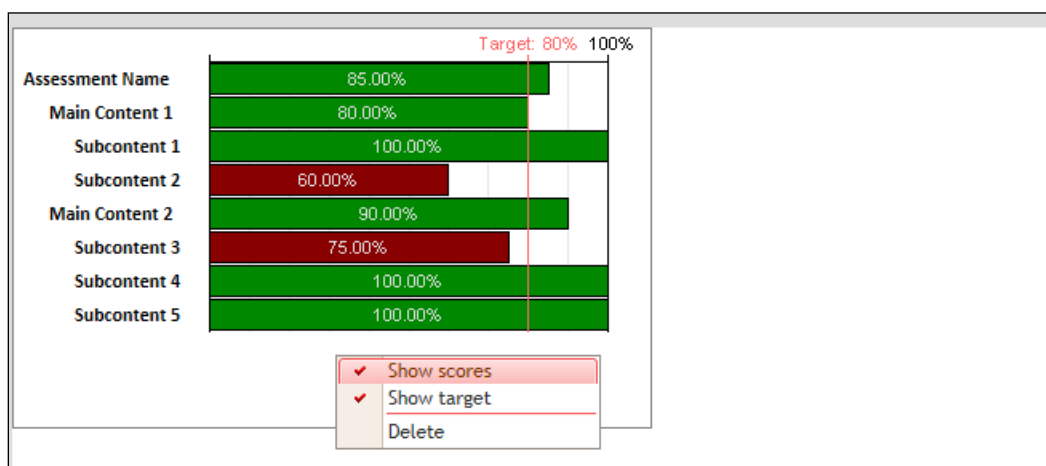


As you progress through the design of your certificate it is recommended that you use the Save icon to save any changes you make to your work. Should any items be placed outside the page size defined for your certificate you will be presented with a warning and the offending elements will be moved to within the page.



If you wish to add additional details of the user results then the third icon as shown will add a graph to your certificate. As with the previous items this will be added to the top left hand corner of the certificate and you can drag and resize this into the required position.

Right clicking this item however has a number of different options that you can select from. You can choose whether you wish the graph to show the achieved scores including the required pass mark. By default these will be available and simply select them to toggle whether they are visible within the certificate. If you wish to delete a chart then right click also provides you with the delete option.

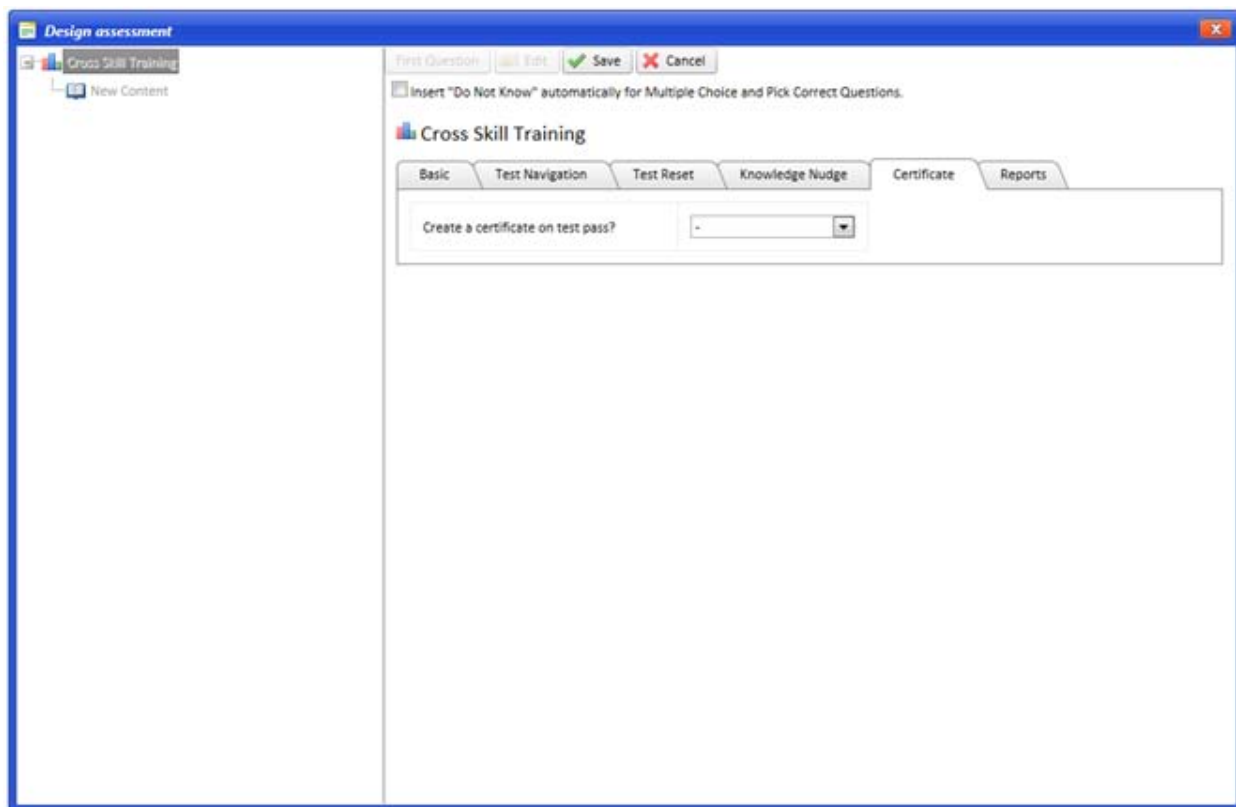


Once you are satisfied with your certificate ensure that it is saved and then close down the designer window. By default your certificate is now available to be selected against any existing or new assessments.

If you would prefer to remove your certificate you can right click its name and select deactivate.

Assigning your certificate to an assessment

After you have created a certificate you can assign it to an assessment. In the assessment properties you will see the option together with the drop down menu to select the required certificate.



Remember to save any changes you make to the assessment properties as normal. If a certificate has been defined against an assessment this will be loaded automatically for the user to print when they have achieved the required pass mark.

This can be changed at any time by selecting a new certificate or the 'No Certificate Selected' option. Should an assigned certificate become deactivated the certificate will no longer be presented to the user upon completion.

Recalling Awarded Certificates

If a user has achieved the required pass mark, the certificate will be presented automatically upon completion and can be printed off, if required, as a record of achievement. If a printer is not available or there is only a requirement to store it electronically, it will be saved within the 'users Certificate' widget for them to view at any time in the future.

In the 'users Certificate' widget there will be a list of assessments that the user has successfully completed. To view the certificate simply click on an assessment name and all of the associated certificates will be displayed along with the date and time they were awarded.

Click on the certificate to open it and a new window will open ready for printing.

Select an assessment that you have a certificate for, then click the certificate to view/print it.

Assessments:	Certificates:
Example Iphone Assessment	Insurance Complaine Certificate - 05/08/2011 11:43:25
	Insurance Complaine Certificate - 05/08/2011 11:56:00

Reports

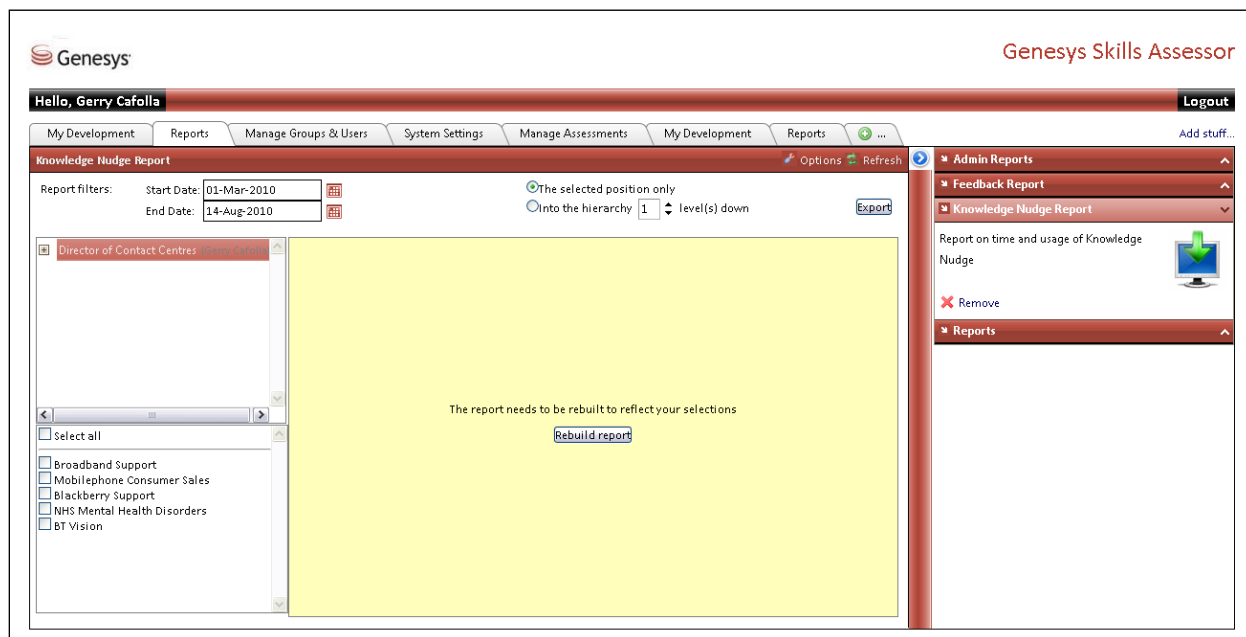
Knowledge Nudge Reports

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

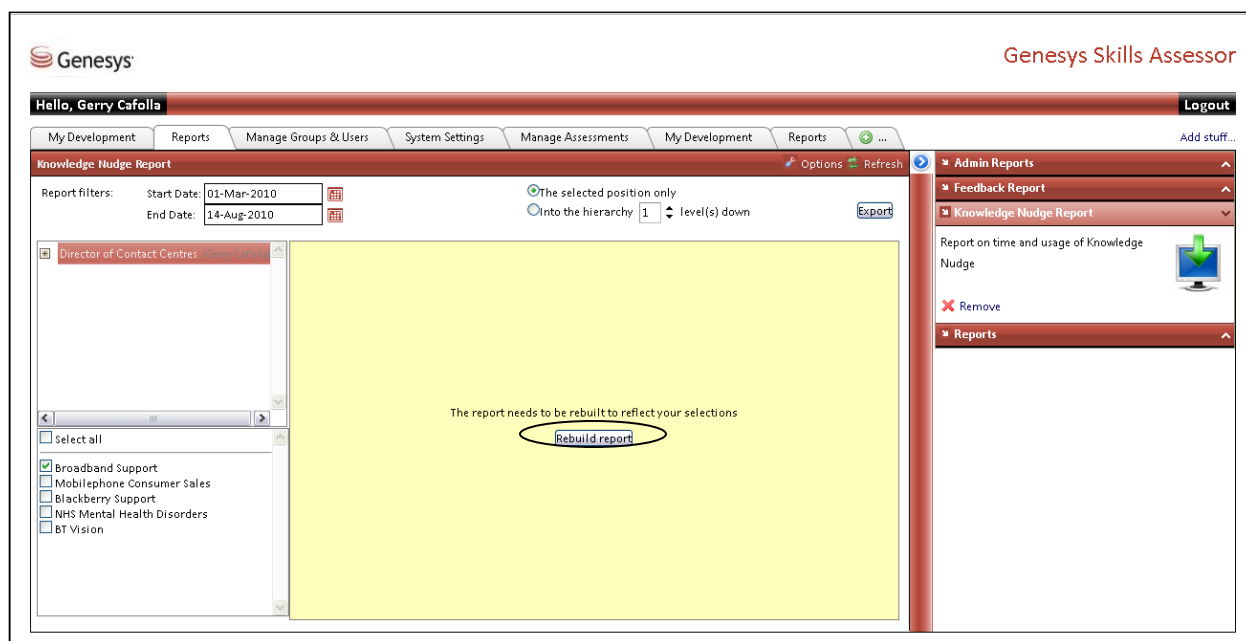
Click on the user and the available user information will depend on where the individual is situated in the hierarchy.

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

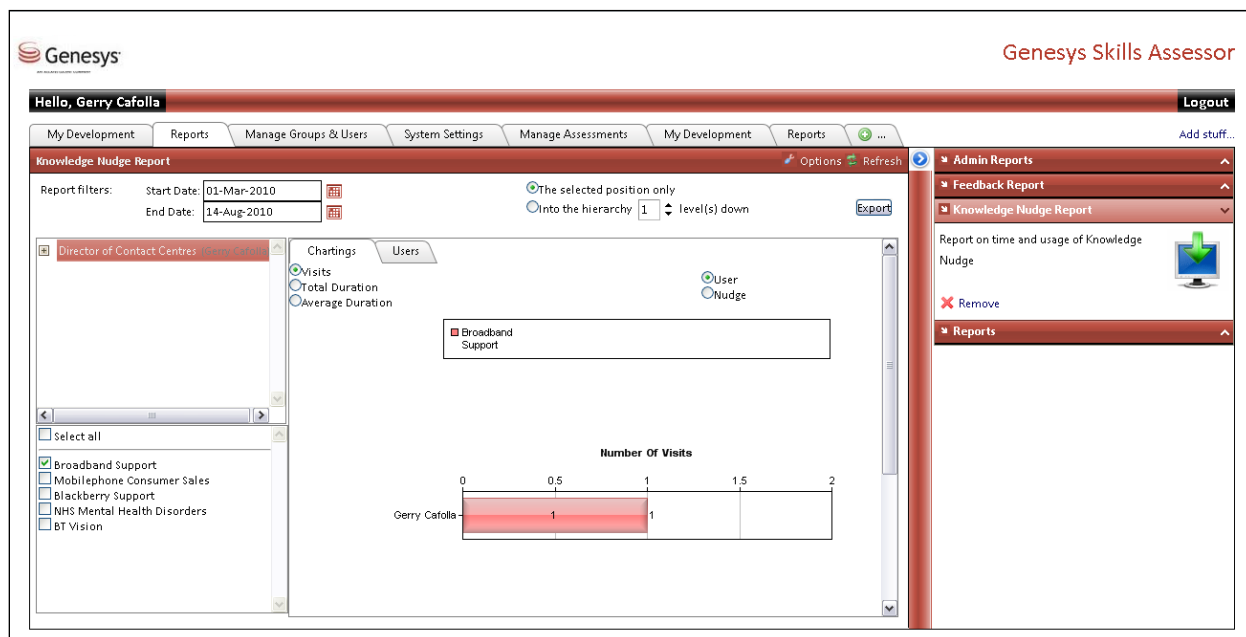
After selecting the individual a list of the assessments where knowledge nudges have been accessed is presented in the bottom left hand window.



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



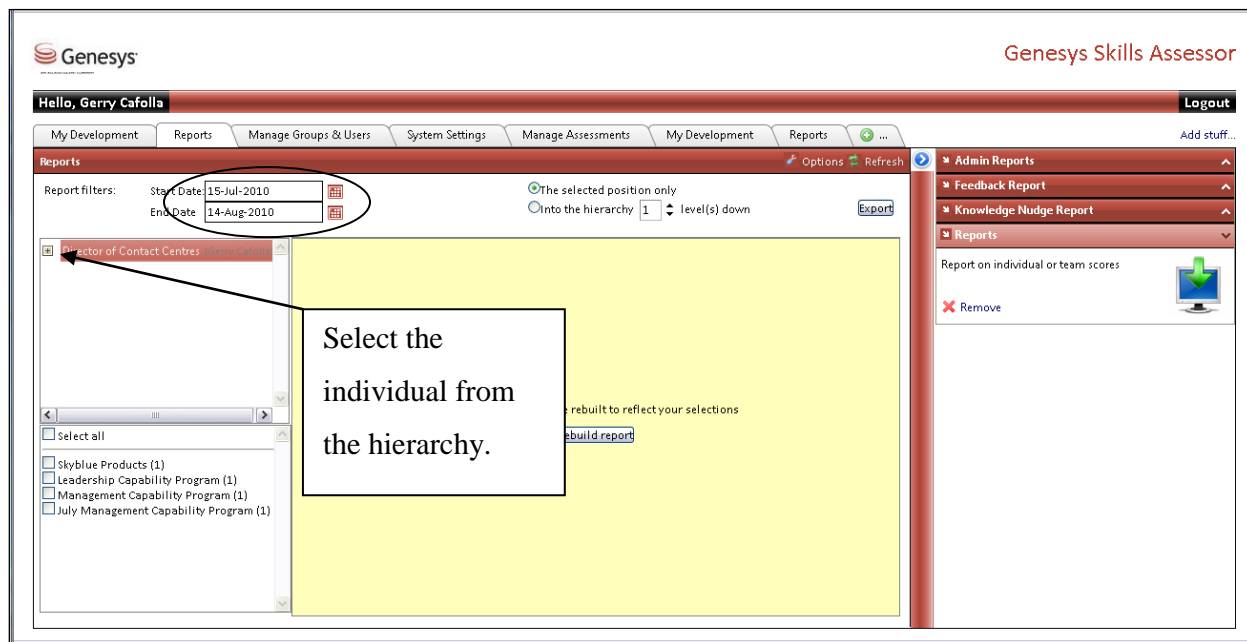
The information is then available to view and there are several options to select from.



Assessment Report

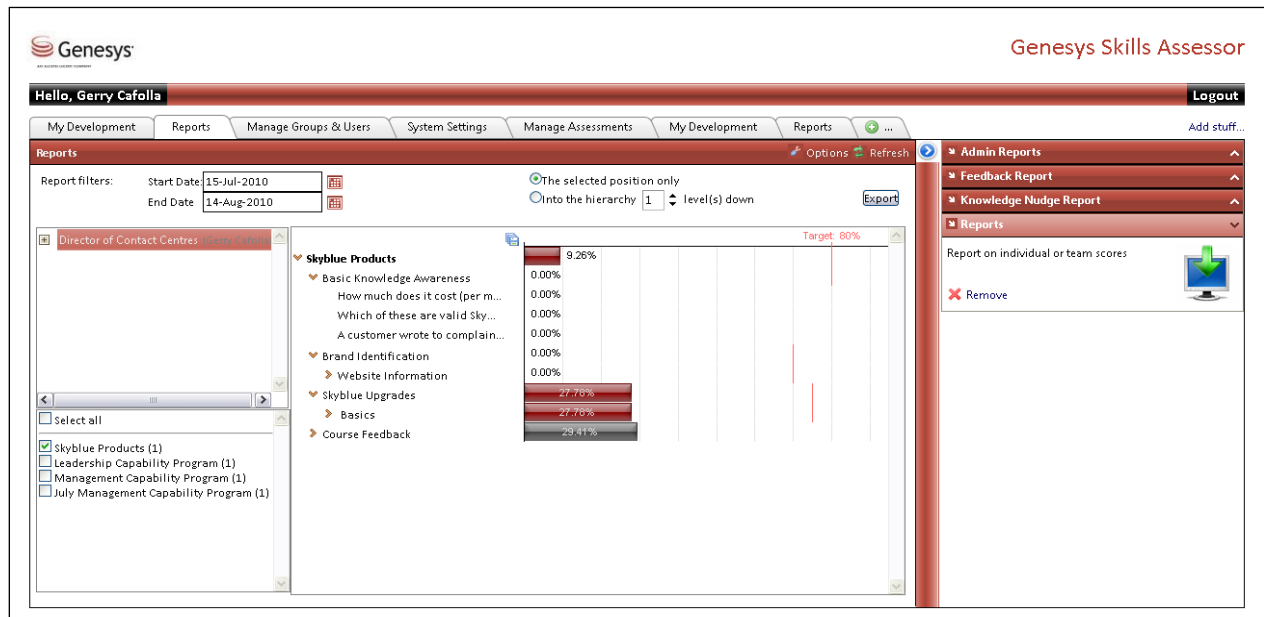
Select Reports to view the individual results or a team results based on the hierarchy.

Select the individual and the required date range.

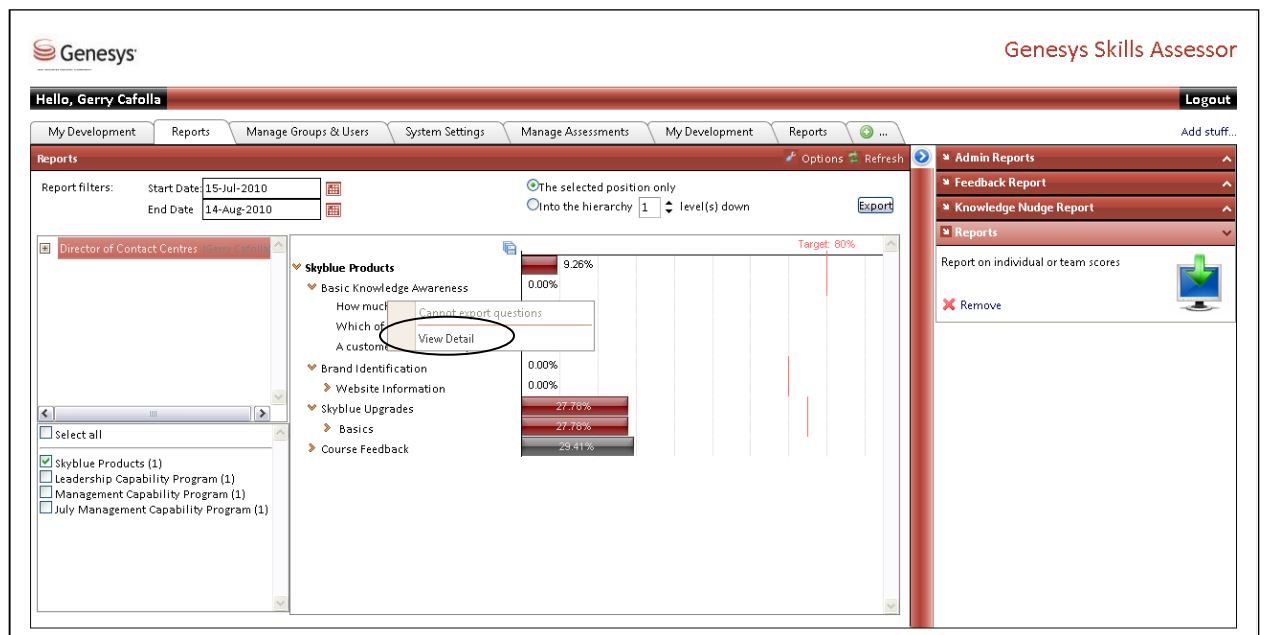


Select the assessments from the bottom left hand window. These are all of the assessments that the individual has completed. Once selected, click on 'Rebuild report' to view the results.

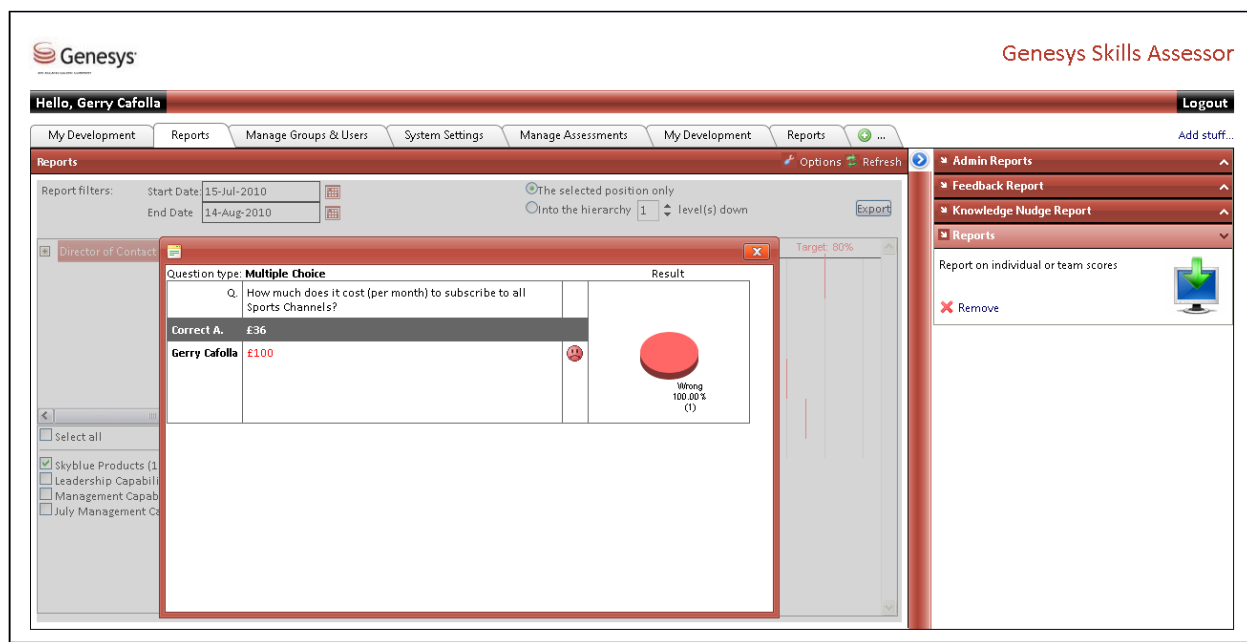
The results can be expanded by clicking on the Assessment name to reveal the Content level results. Click on the Content name to view the individual questions as per the example below.



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

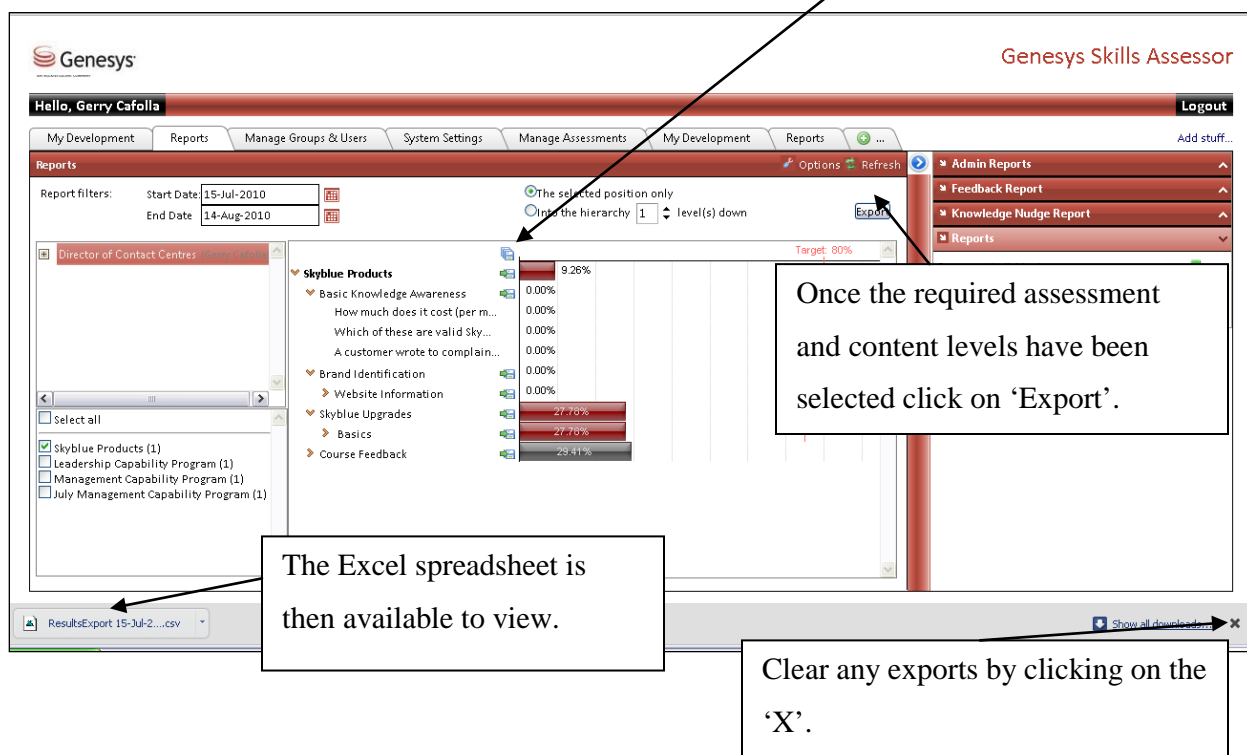


Click on 'View Detail' to reveal the answer given and the correct answer. Where a team has been selected, (x levels into the hierarchy) it will list all of the team with their respective answers.



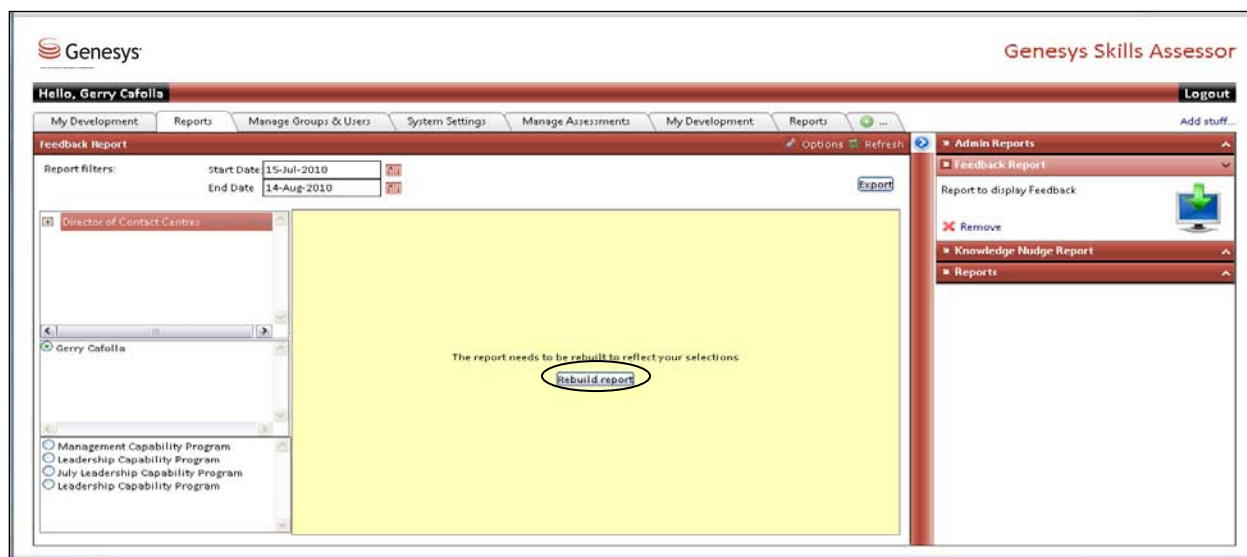
The option to export the information into an Excel spreadsheet is also available by clicking on the 'select for export' button and then click on 'Export'.

Select for export button.



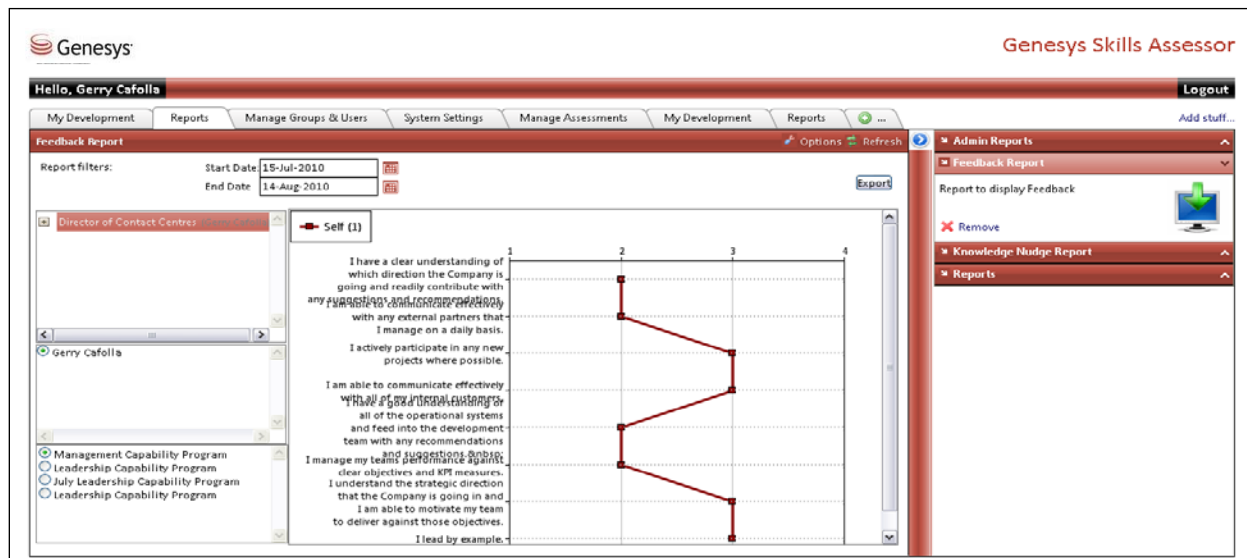
Feedback Report

Similar to the assessment report the users can be selected individually within the hierarchy structure. Using the date range this will display any feedback assessments that the individual has completed in the bottom left hand window. Select the specific assessment and click on 'Rebuild report'.



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.



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:

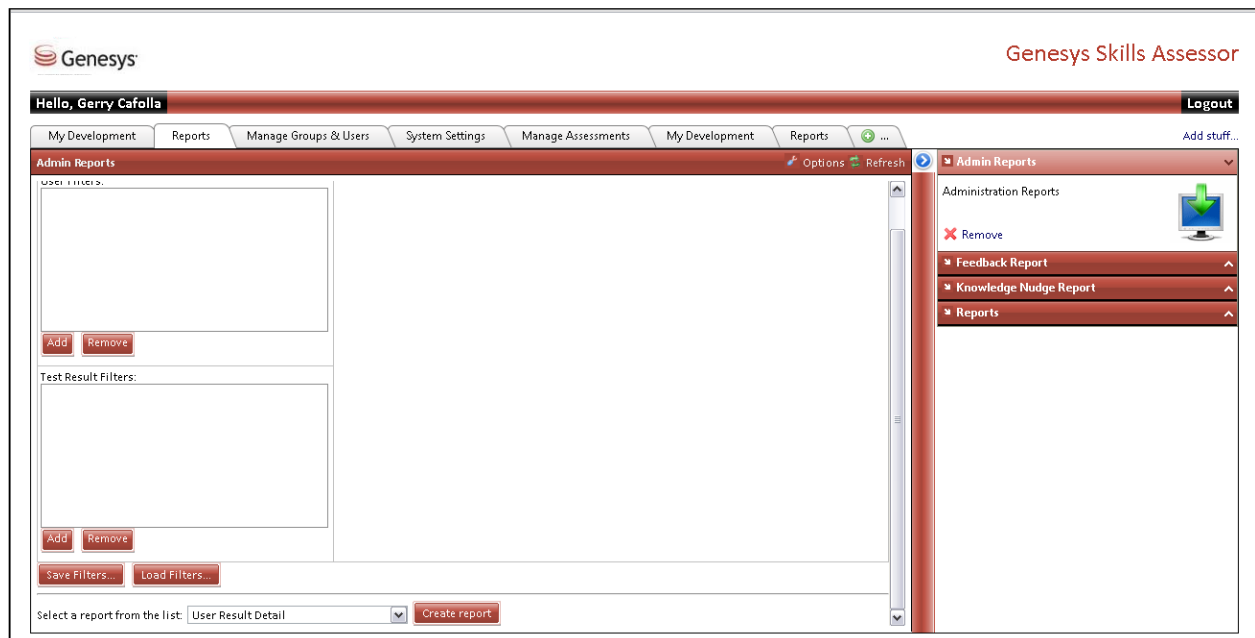
- User Result Detail
- User Feedback Response Percentages
- Question Response Summary

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

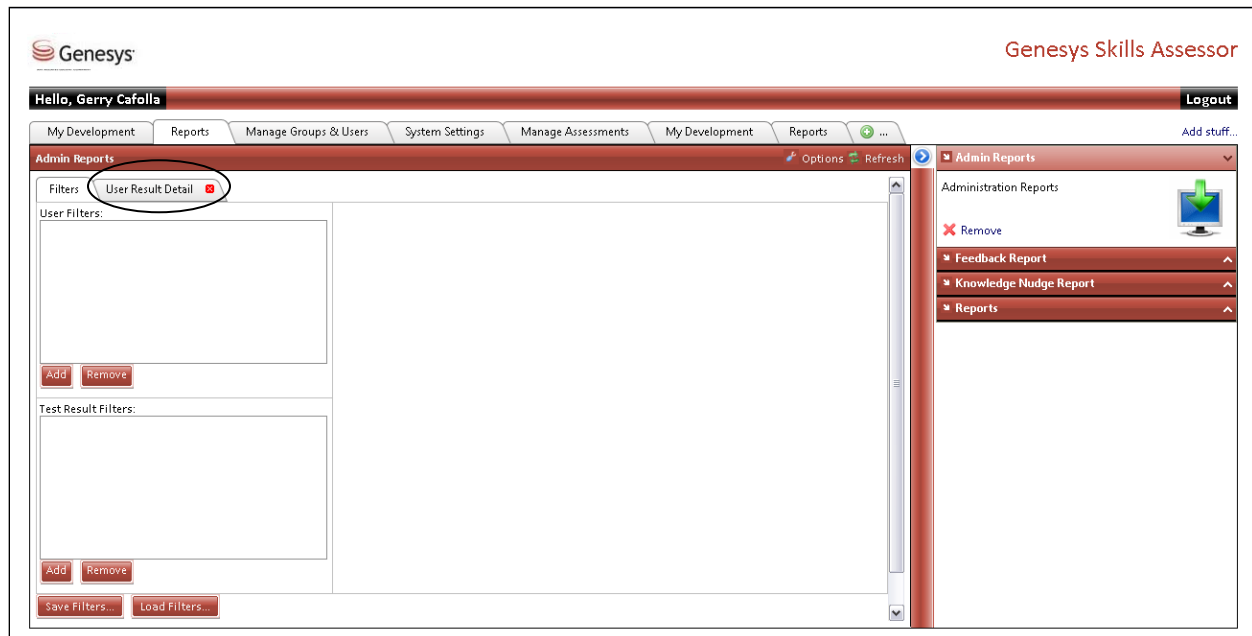
User Result Detail

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'.

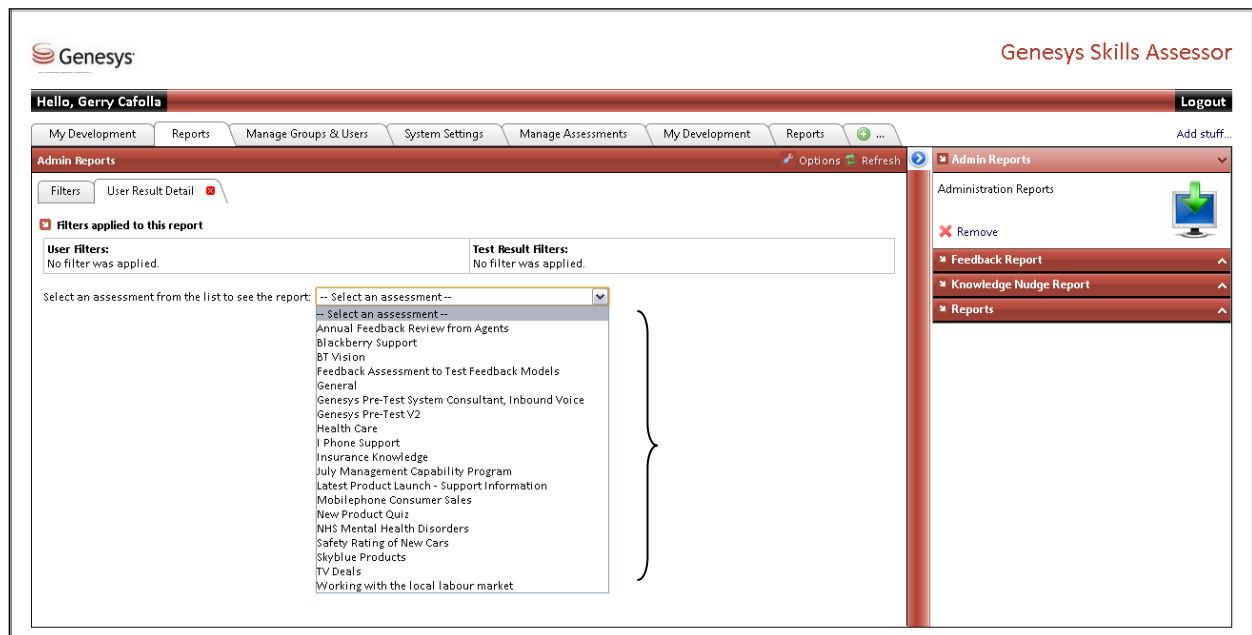
Once the required report has been selected, click on 'Create Report'.



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

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

Click on the button to expand the view.

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%
lloyd	Lesley	Lloyd	07-Jul-2010 20:27	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'.

The screenshot shows the 'Admin Reports' page in the Genesys Skills Assessor. The 'Edit User filter' dialog is open, prompting the user to 'Select a filter type from the list and click Add filter'. A dropdown menu is open, showing the following options: Hierarchy, User Field, and Group. The 'Add filter' button is highlighted in red. Below the dialog, there are sections for 'User Filters' and 'Test Result Filters', each with an 'Add' and 'Remove' button. At the bottom, there are 'Save Filters' and 'Load Filters' buttons.

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

Select the additional filter.

This screenshot shows the 'Edit User filter' dialog after the 'User Field' filter type has been selected. The dropdown menu now displays a list of available user fields: Login ID, Last Name, First Name, Function, Department, Location, Cost Centre, Email, and PIN. The 'Add filter' button remains highlighted in red. The rest of the page layout, including the 'User Filters' and 'Test Result Filters' sections, is consistent with the previous screenshot.

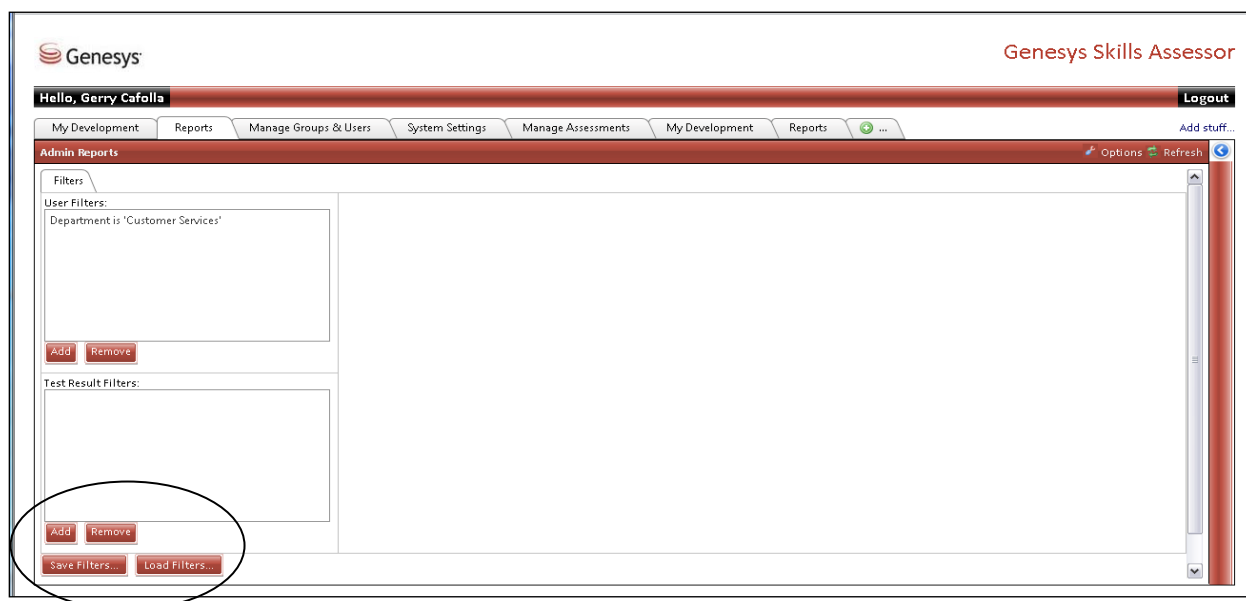
In the example below the field selected is Department and the department to view the results for is Customer Services. Customer Services has to be manually entered into the right hand box.

The screenshot shows the 'Admin Reports' page in the Genesys Skills Assessor. The 'Edit User Filter' dialog is open, allowing the user to create a filter. The 'User Filters' section is empty, and the 'Test Result Filters' section is also empty. The 'Edit User Filter' section shows a dropdown menu for 'Department' with 'Customer Services' selected. The 'Add Filter' button is highlighted. The 'Save' and 'Cancel' buttons are at the bottom of the dialog.

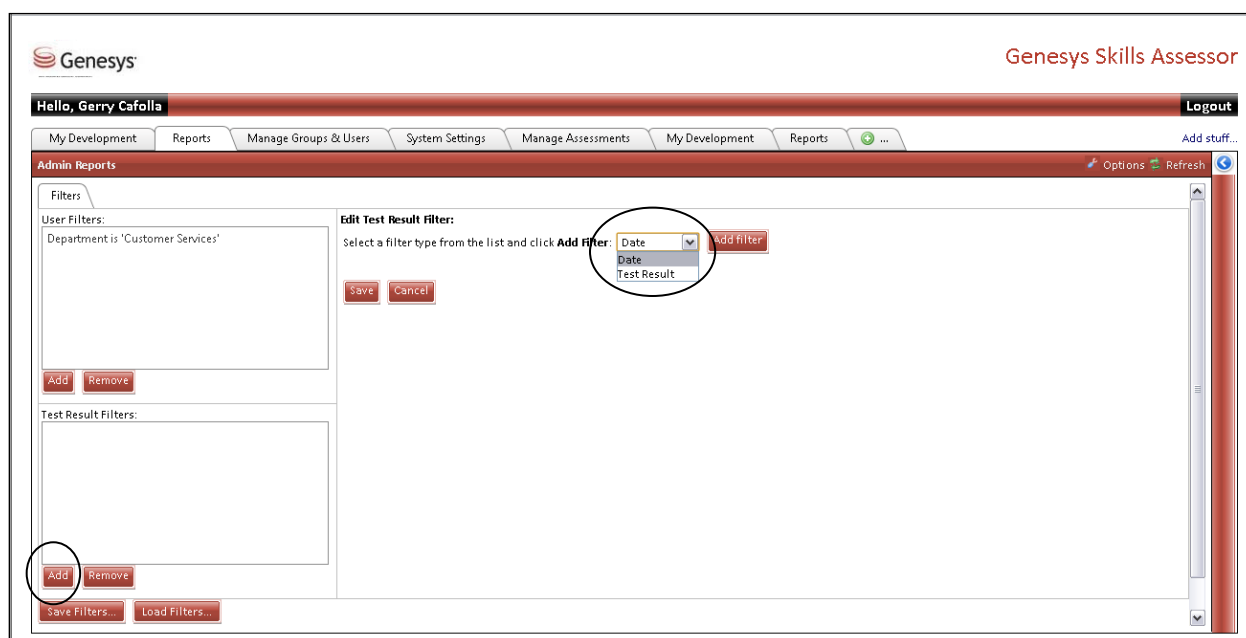
Once the filter has been created, this can be saved to use against any report selected. Click on 'Save' which will then save the filter to be used as and when required in the 'User Filters' box.

The screenshot shows the 'Admin Reports' page in the Genesys Skills Assessor. The 'User Filters' section now contains the filter 'Department is 'Customer Services'', which is circled. The 'Test Result Filters' section is still empty. The 'Add' and 'Remove' buttons are visible below the 'User Filters' section. The 'Save Filters...' and 'Load Filters...' buttons are at the bottom of the page.

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.

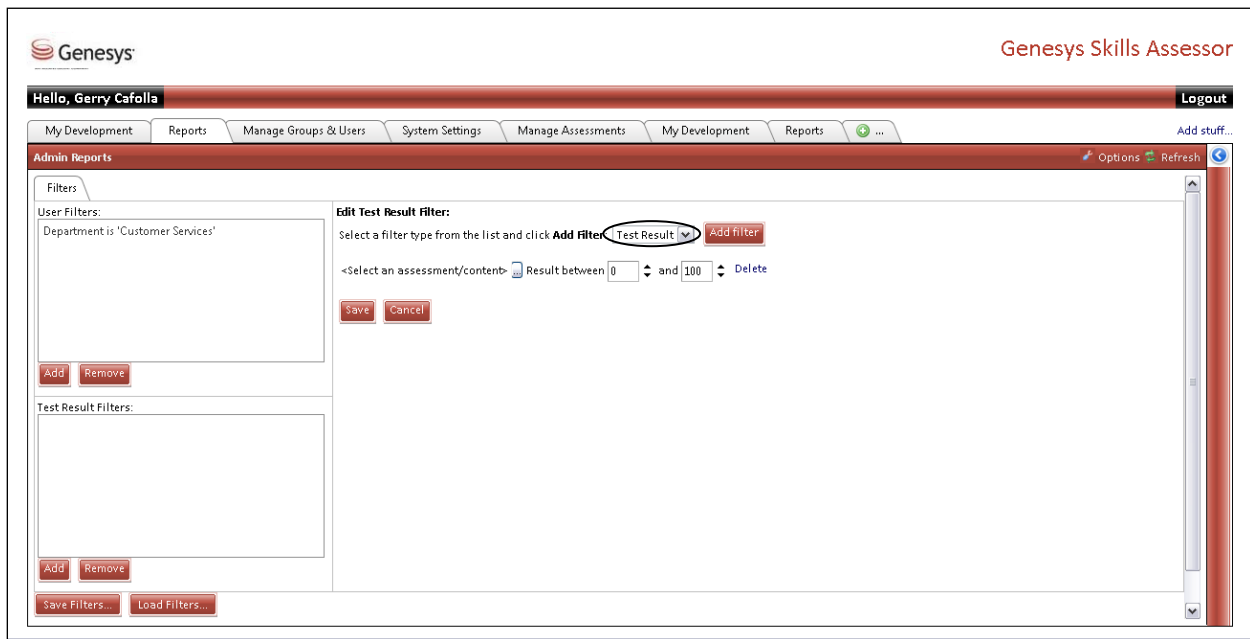


The available filters are then visible in the drop down box top select from. Once the filter has been selected, click on ‘Add filter’.

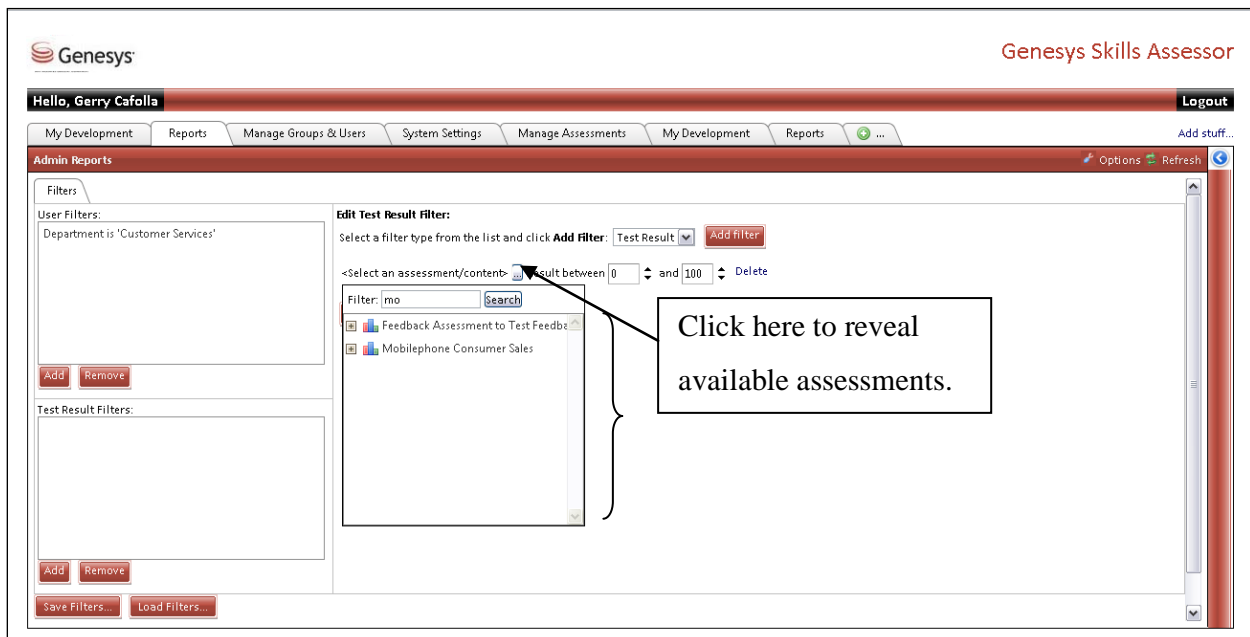


There are two available options in the 'Edit Test Result Filter':

'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.

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

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

Admin Reports Options Refresh

Filters

User Filters:

Department is 'Customer Services'

Add Remove

Test Result Filters:

Add Remove

Save Filters... Load Filters...

Edit Test Result Filter:

Select a filter type from the list and click **Add filter**: Test Result Add filter

Mobilephone Consumer Sales Result between 80 and 100 Delete

Save Cancel

'Date' filter

Genesys Skills Assessor

Hello, Gerry Cafolla Logout

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

Admin Reports Options Refresh

Filters

User Filters:

Department is 'Customer Services'

Add Remove

Test Result Filters:

Add Remove

Save Filters... Load Filters...

Edit Test Result Filter:

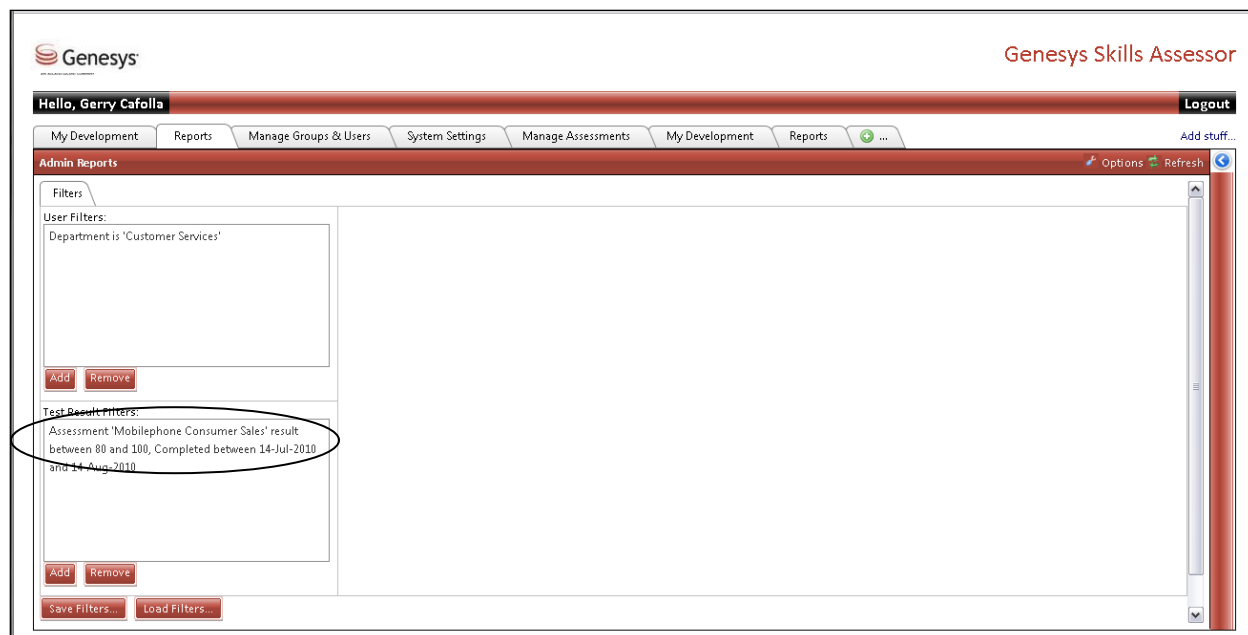
Select a filter type from the list and click **Add filter**: Date Add filter

Mobilephone Consumer Sales Result between 80 and 100 Delete

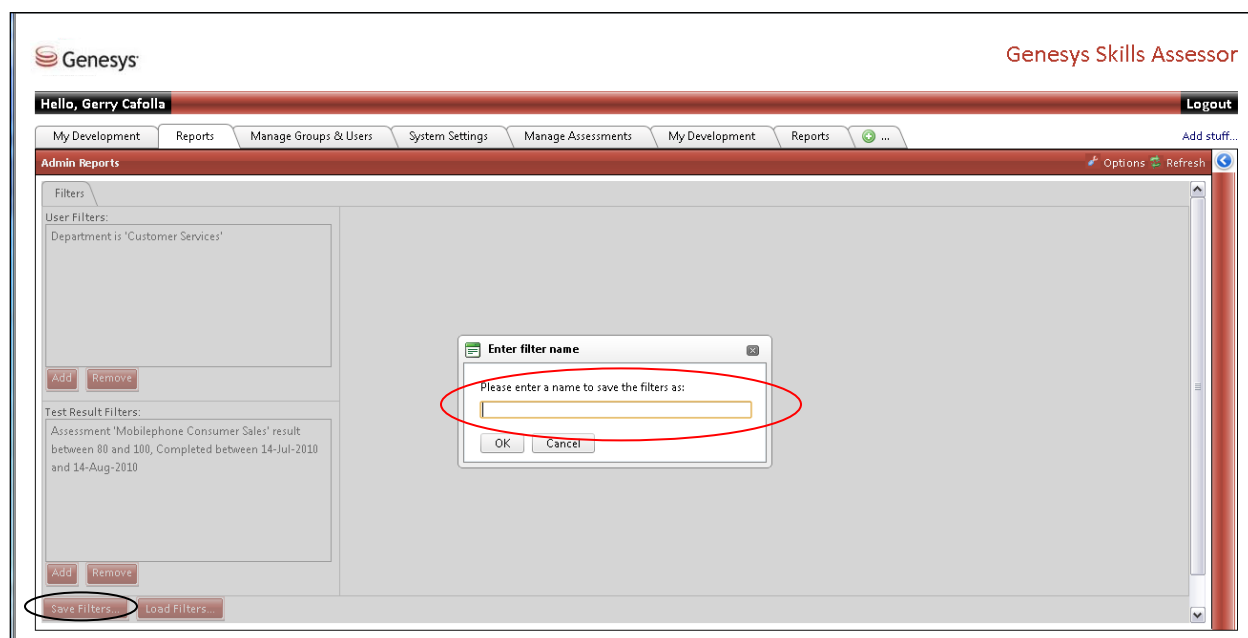
14/07/2010 to 14/08/2010 Delete

Save Cancel

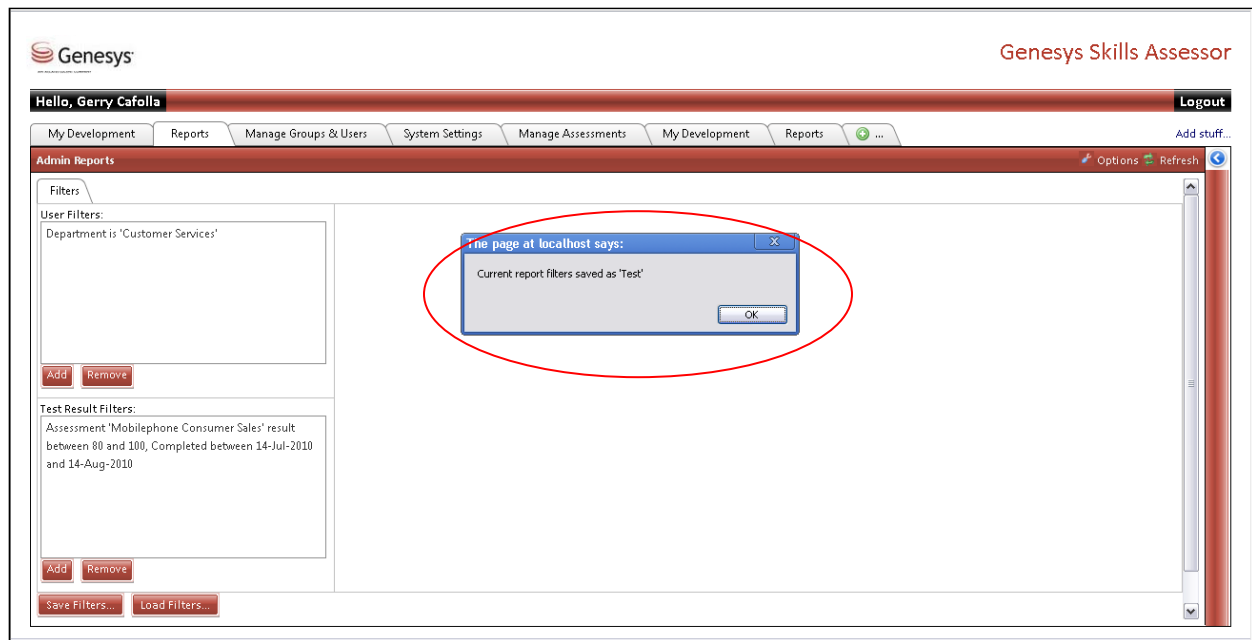
Once the filter has been saved it will appear in the ‘Test Result Filter’ box.



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

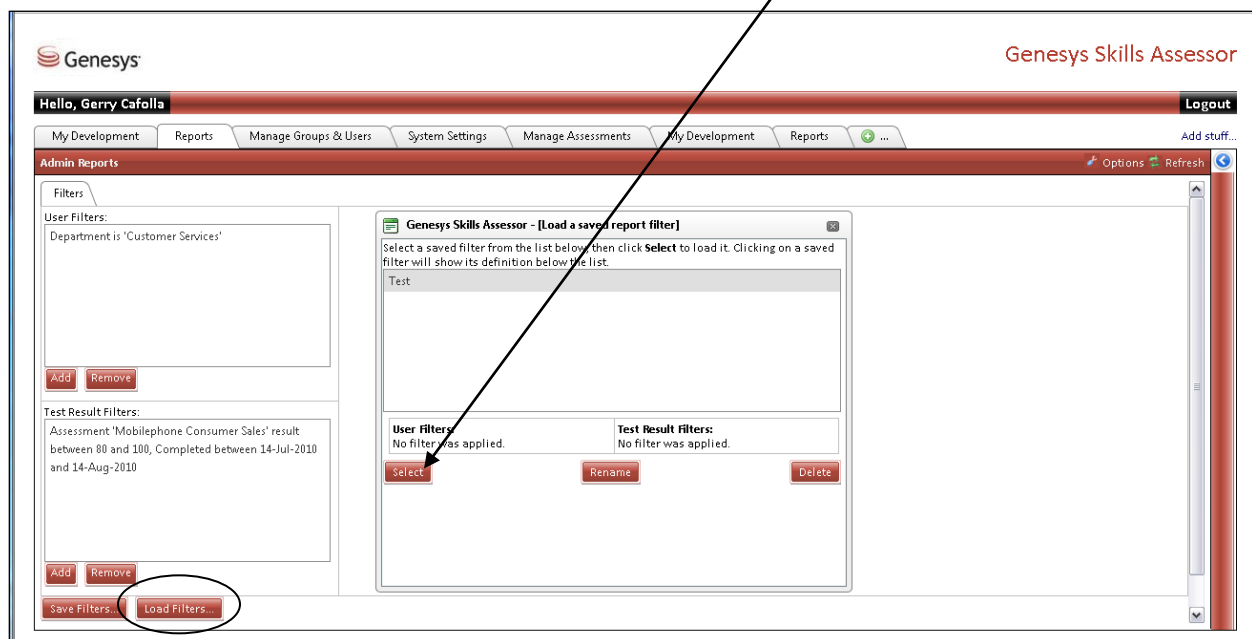


Notification given once the filter has been changed.

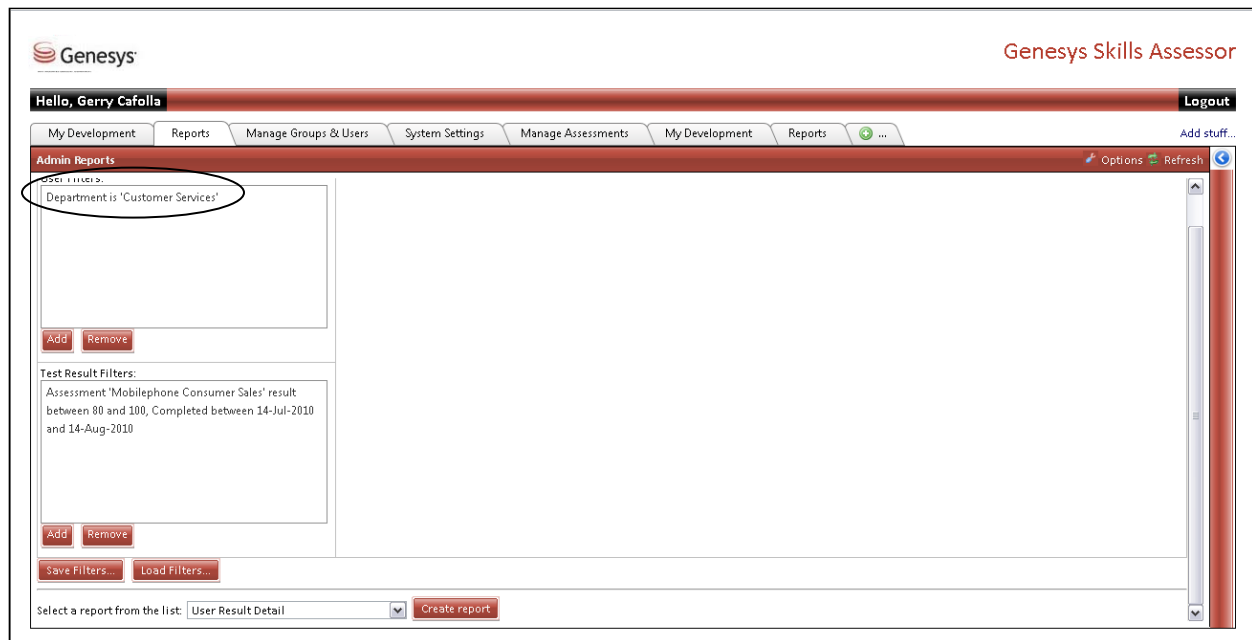


Loading Report Filters

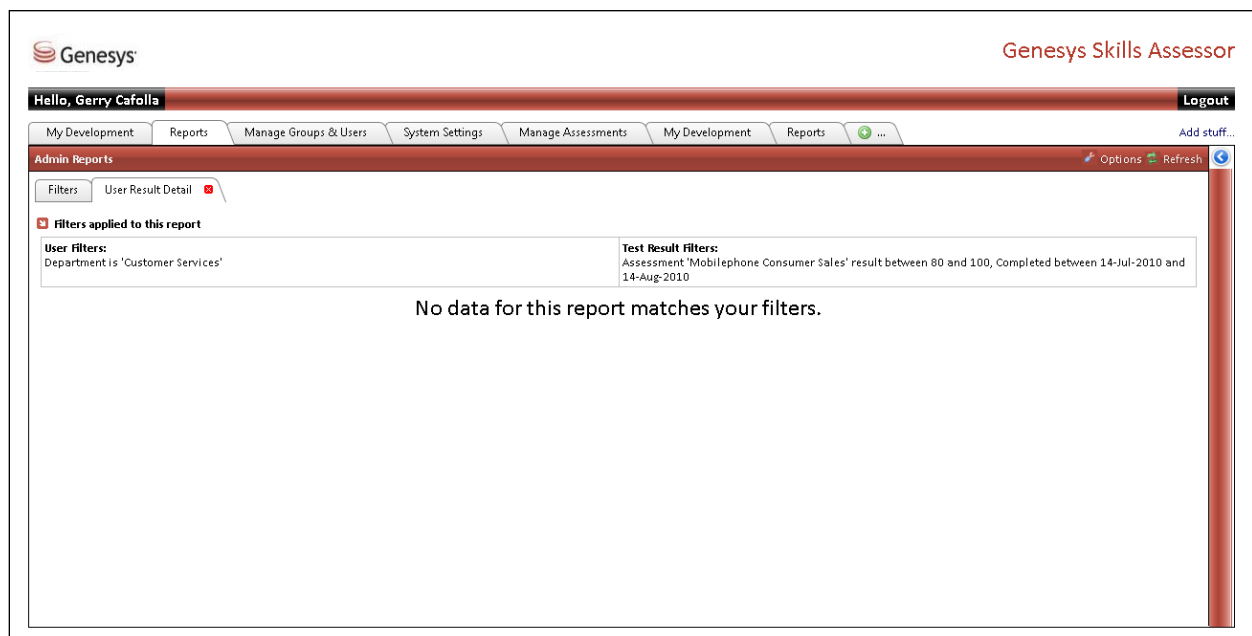
The filter is then available to select from by clicking on 'Load Filters' and the available saved filters are presented. Highlight the required filter and then click on Select.



The filter then appears in the relevant filter box.

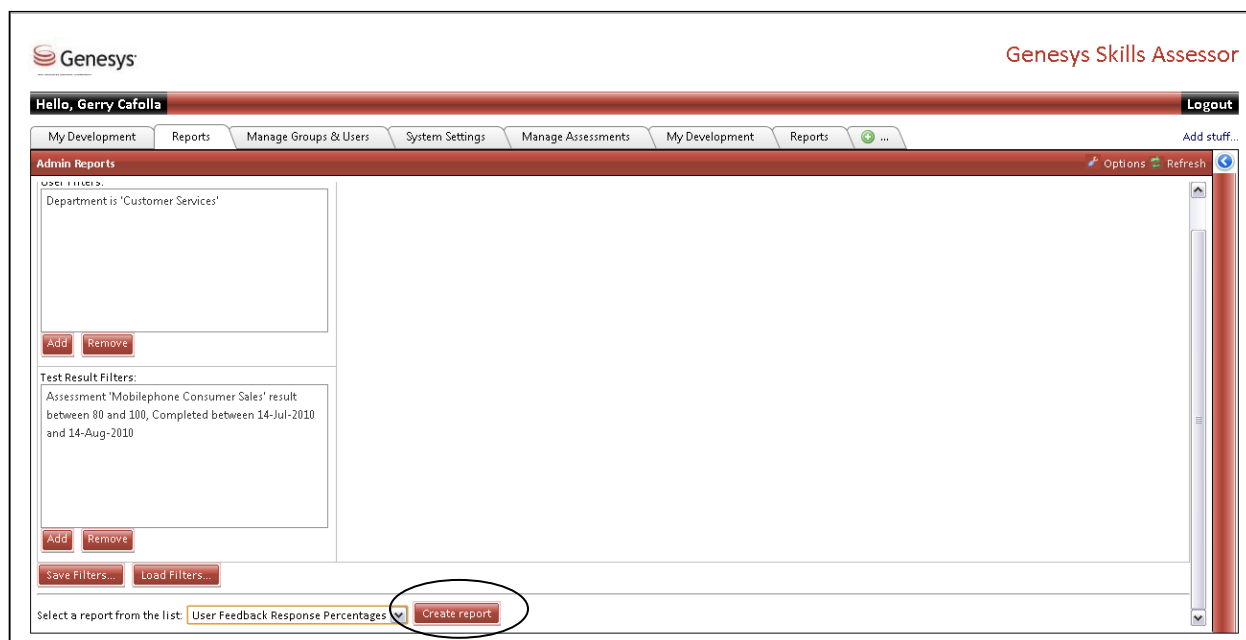


Select the report type e.g. 'User Results Detail' and after clicking on the report at the top of the screen the filter information will then appear as part of the report selection.

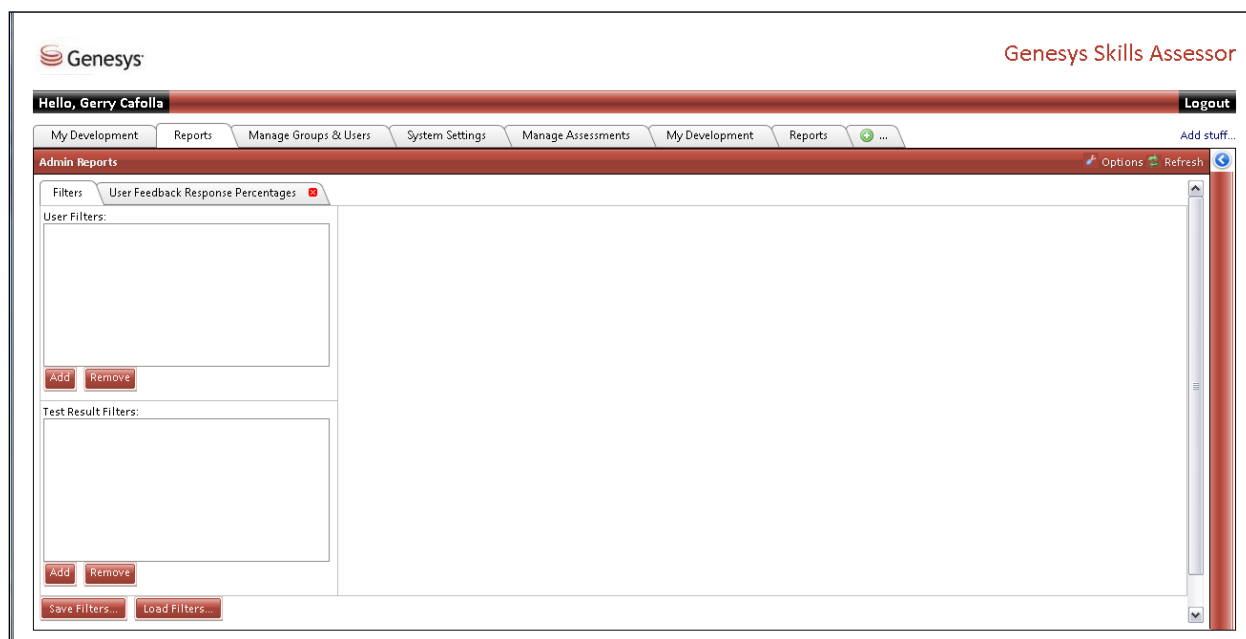


User Feedback Response Percentages

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:

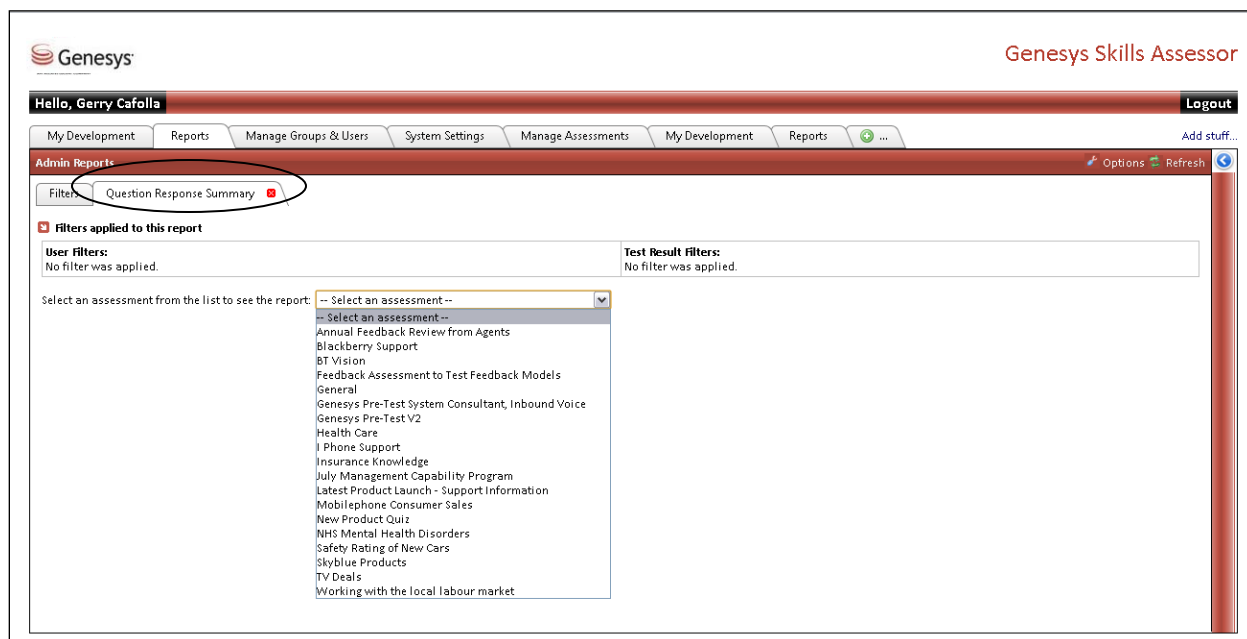
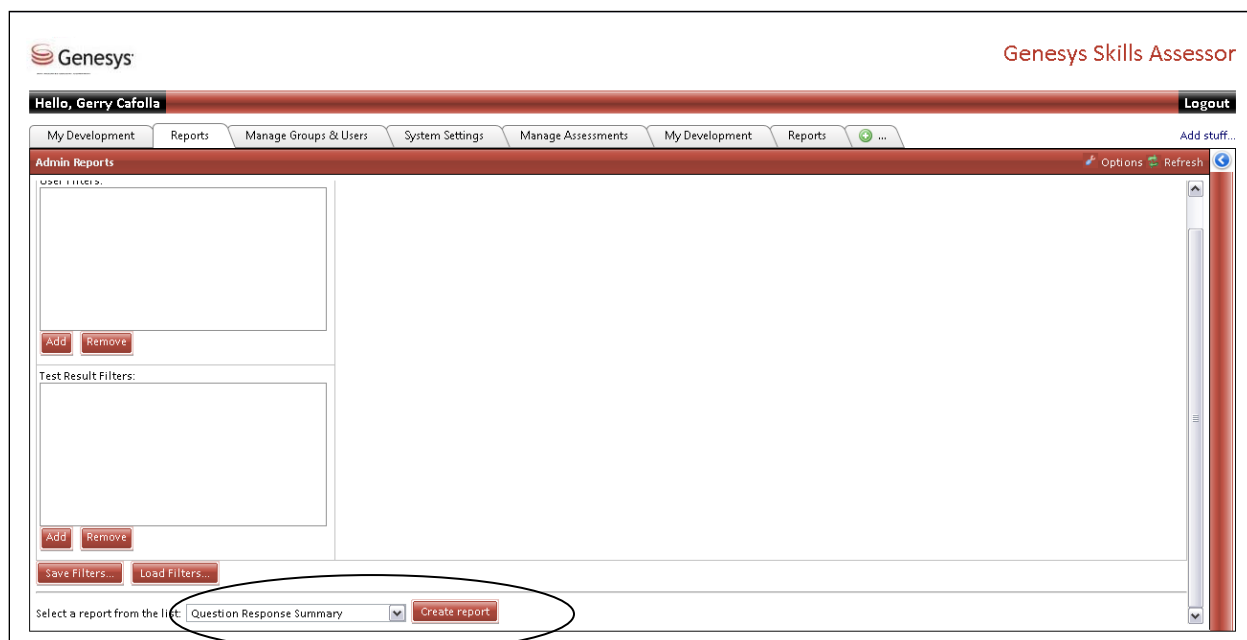
- All feedback
- From Self Only
- From Manager Only
- From Direct Reports Only
- From Peers Only
- All but self

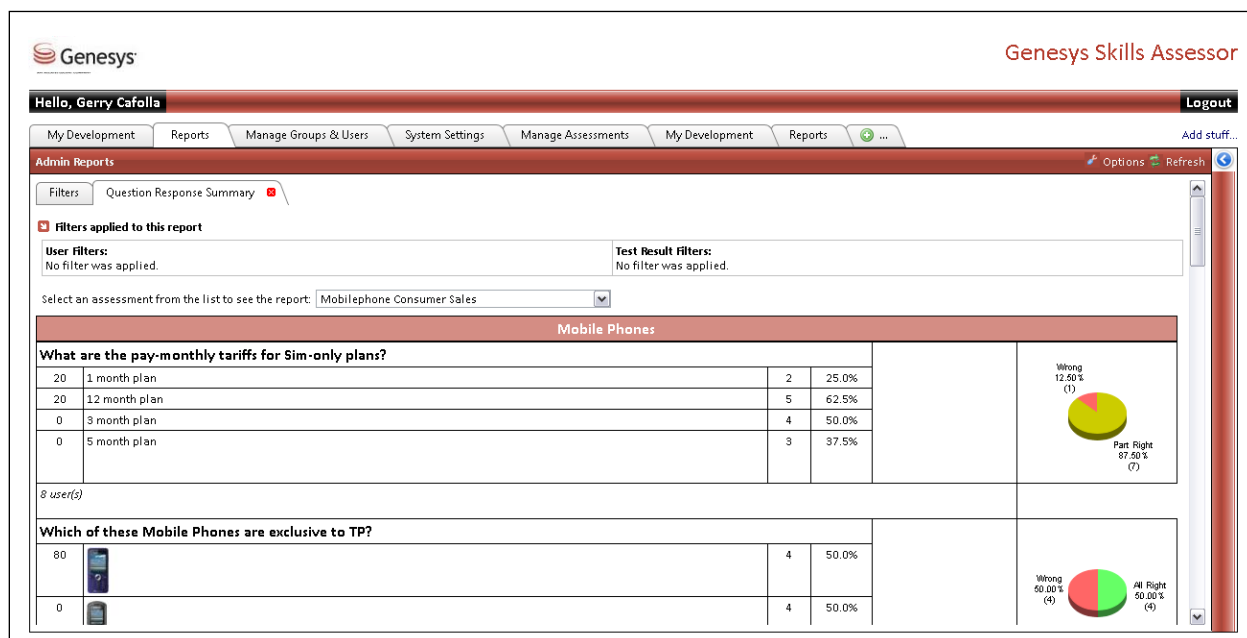
Export

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

Question Response Summary

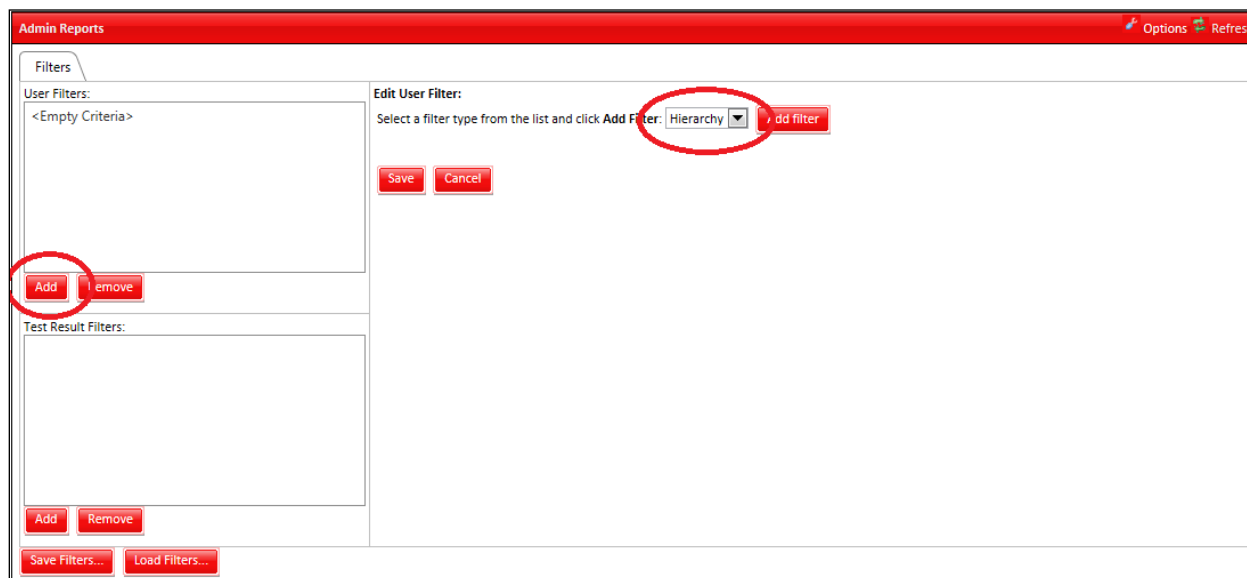
The Question Response Summary allows immediate visibility across an assessment for all of the results by question within an assessment (date filters could be used to reduce the volume of answers).





Admin Report User Filter – Hierarchy

You can now use the organisational hierarchy as a filter within the Admin report. Simply select the ‘Add Filter’ button under the ‘Edit User Filter’ section of the ‘Admin Reports’ widget.



You will then be presented with a drop down as displayed in the example below:

The screenshot shows a web interface for managing filters. On the left, there are sections for 'User Filters' and 'Test Result Filters', each with 'Add' and 'Remove' buttons. The 'User Filters' section is currently empty. On the right, the 'Edit User Filter' dialog is open. It has a dropdown menu set to 'Hierarchy' and an 'Add filter' button. Below this, there is a 'Team Leader' label with a 'down' arrow and a '1' in a box, followed by 'levels' and a 'Delete' button. A tree view shows the hierarchy: 'System Administrator (empty)' -> 'Training Department (empty)' -> 'Team Leader (TestManager TestMan)' -> 'Agent 01 (TestManager TestMan)', 'Agent 02 (TestAgent02 TestAgen)', and 'Agent 03 (empty)'. The 'Team Leader' node is selected and highlighted in red. At the bottom of the dialog, there are 'Save Filters...' and 'Load Filters...' buttons.

The hierarchy will then be presented to either expand it as required and select the relevant nodes or select a specific position. To include any subordinates simply increase the number of 'levels' as required.

Click on the 'Save' button to apply the filter for reusing at a later date. To select and use an existing filter select 'Load Filters' and click on the required filter or to remove a filter click on the filter name and after selecting it click on 'Remove'.

Duration Column now included within the User Result Detail Report

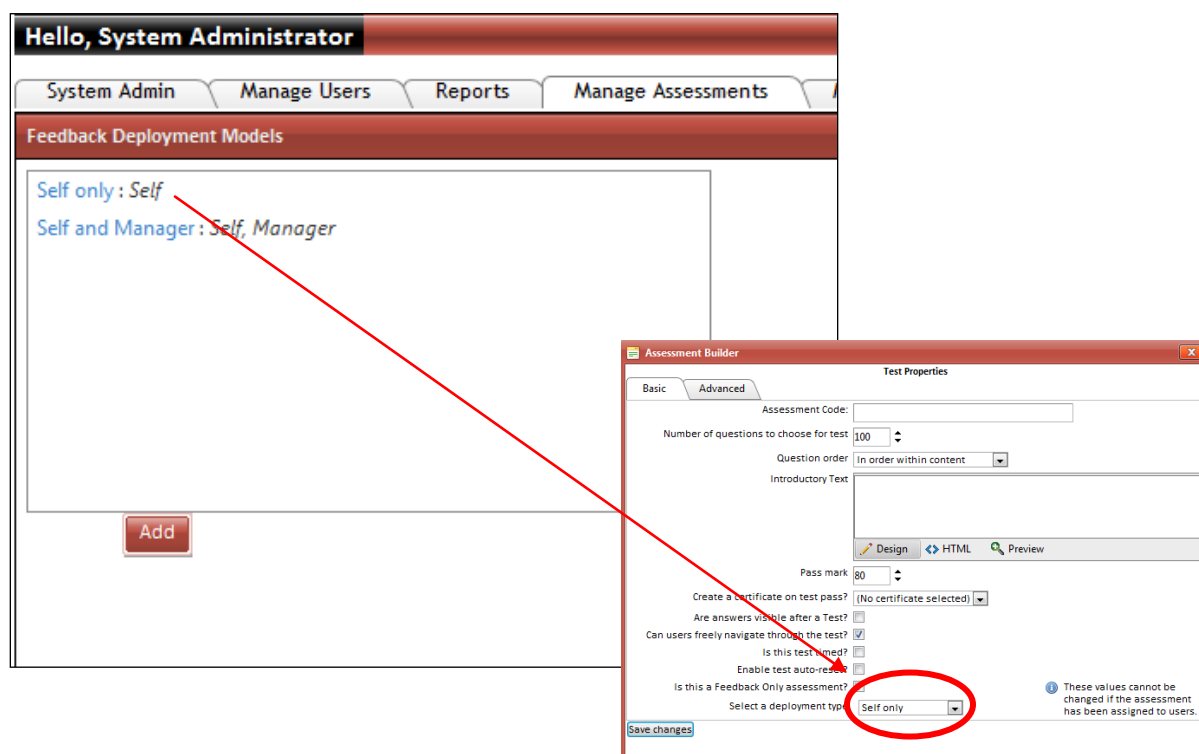
Duration is now included within the 'User Result Detail' admin report together with the overall average duration of all users in the report.

Employee ID	First Name	Last Name	Date Completed	Duration	Overall result
Average (1 users):				00:01:15	92.86%
TestAgent03	TestAgent03	TestAgent03	18-Aug-2011 10:42	00:01:15	92.86%

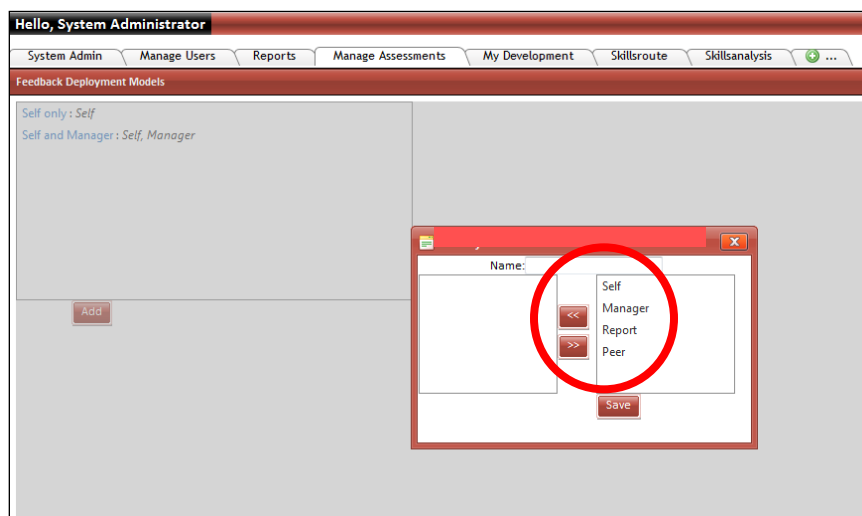
Feedback Deployment Models

This widget allows the creation of feedback models for selection as part of the properties option for an assessment.

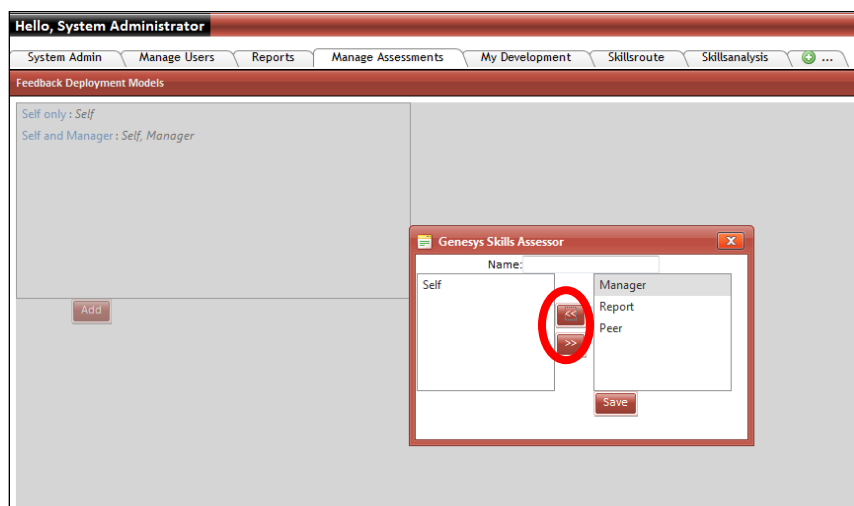
In the example below the standard feedback models are available.



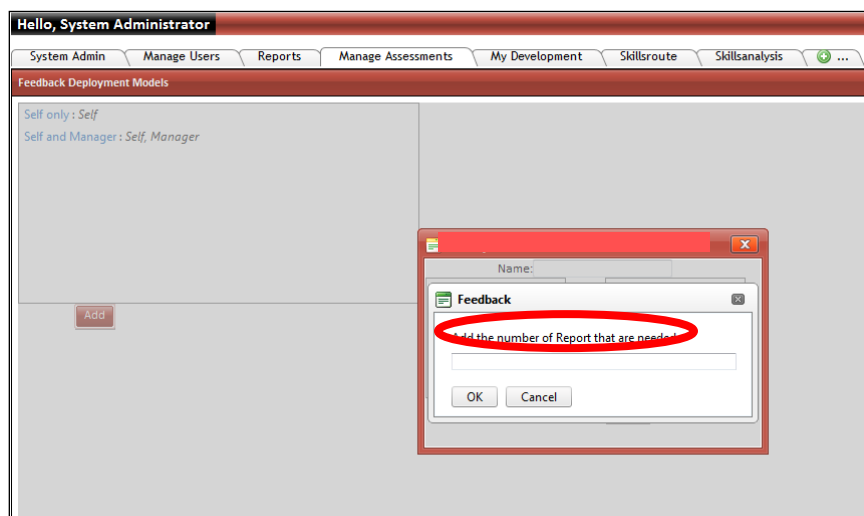
To create a new feedback model for use in a feedback assessment, click on 'Add' and additional options are available to select from to build another profile.



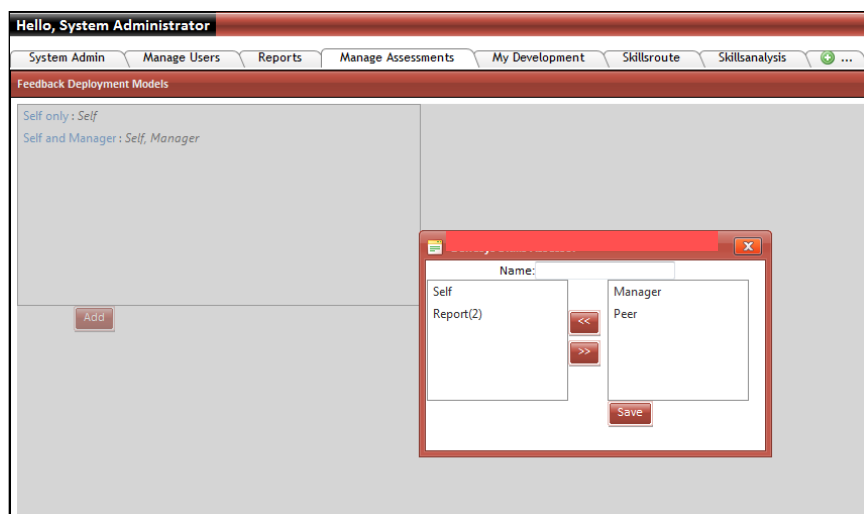
To create a new feedback model, select the required options and move them across to the left hand box.



If 'Reports' is selected, the number of Reports will be requested.
Enter the number of Reports and click on 'OK'.



Once the new feedback model has been created click on ‘Save’ for it to be available for selection against feedback assessments within the assessment properties.



Reset Tests

To reset assessments, select the ‘Reset Tests’ widget. The individual Groups will be listed down the left hand side. Any assessments taken within the date range will be presented in the box underneath the date range window.

After selecting an assessment any users that have completed the assessment within the date range will be presented in the third window under ‘Select all’.

To reset an assessment either select an individual or ‘Select all’ and then click on ‘Reset selected users’.

Any reset assessment will then appear in the users ‘My Development’ widget to be retaken.

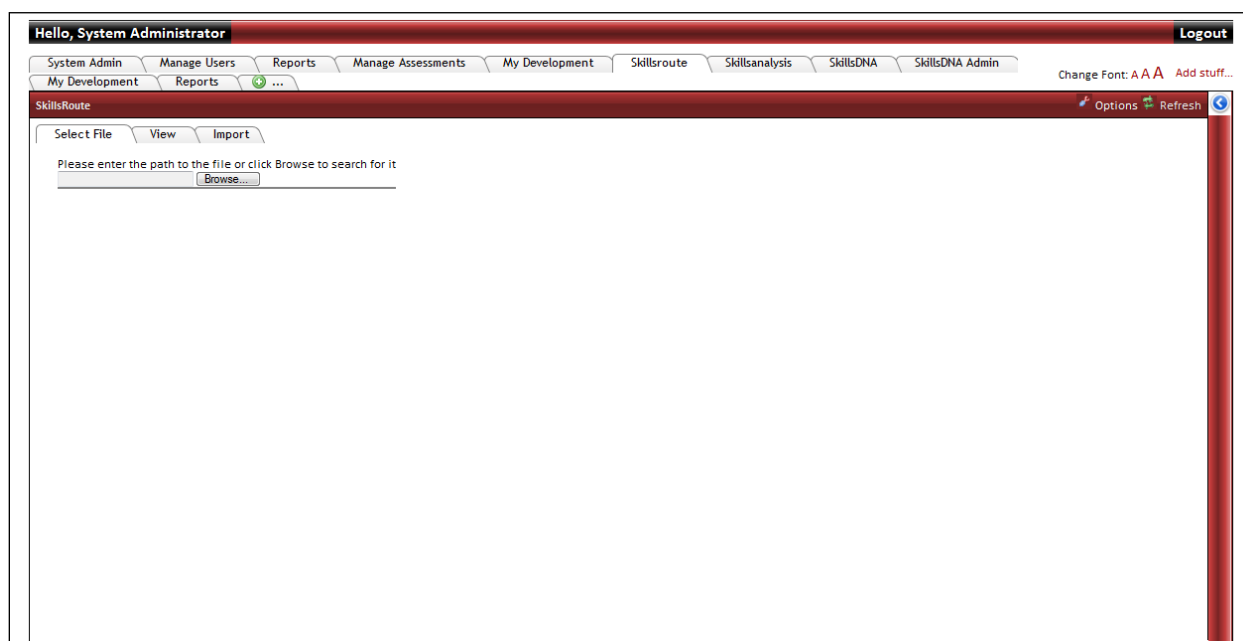
Skillsroute

Skillsroute allows the management of bulk changes (inserting new agent, adding and updating skills and adding and updating proficiency levels) in Genesys CME

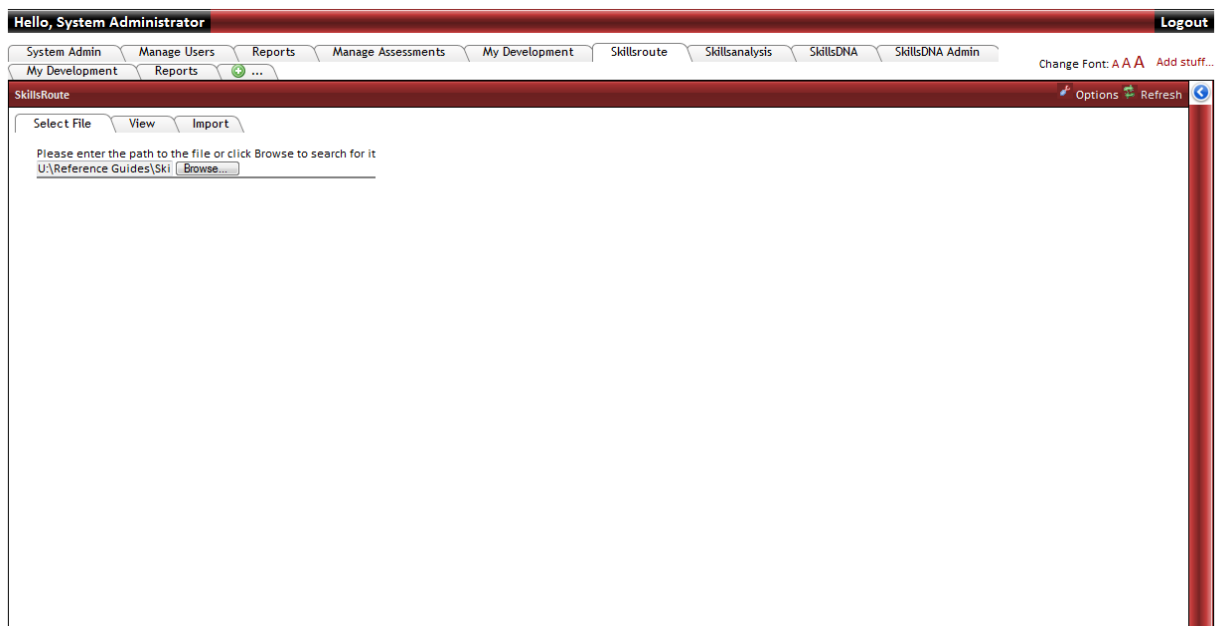
The prerequisites are:-

- ✓ GIS 7.5 & CME 7.5 on the server.

Select the Skillsroute Widget, as per the example below.



Browse and select the relevant spreadsheet containing the data for updating Genesys.



The spread sheet must be created in the format as per the example below and be in Excel 97 – 2003 format file (.xls). The actual format of the information will be dictated by what is already in CME. The Skill levels in the example below are displayed as Bronze, Silver and Gold, with the proficiency levels associated to the employee as 1, 2 or 3 (in this example 1 is the highest proficiency level). The proficiency levels will be decided by the individual organisation as used within their routing strategies.

Employee ID	First Name	Last Name	User Name	Bronze	Silver	Gold
jhiggins	Joanne	Higgins	jhiggins	1	2	3
jparker	Jerry	Parker	jparker	2	3	3

To create a new employee, the employee details are entered under the first four column headings as per the example below and the format will be as per the existing information as expected in CME.

Employee ID	First Name	Last Name	User Name	Bronze	Silver	Gold
jhiggins	Joanne	Higgins	jhiggins	1	2	3
jparker	Jerry	Parker	jparker	2	3	3

To create a new Skill, this is included at the end of the spread sheet after the Employee ID, First Name, Last Name and User Name and the proficiency level associated with the Skill is entered in the column against the relevant employee.

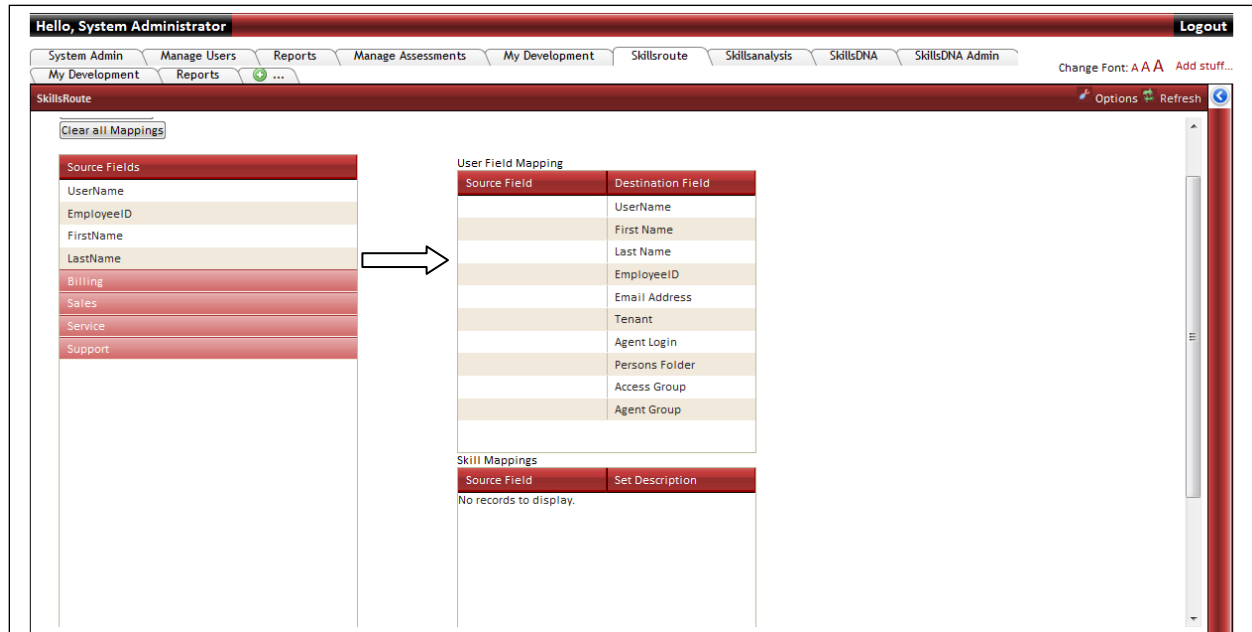
Employee ID	First Name	Last Name	User Name	Bronze	Silver	Gold
jhiggins	Joanne	Higgins	jhiggins	1	2	3
jparker	Jerry	Parker	jparker	2	3	3

After selecting the file, click on 'View' to confirm the information is correct.

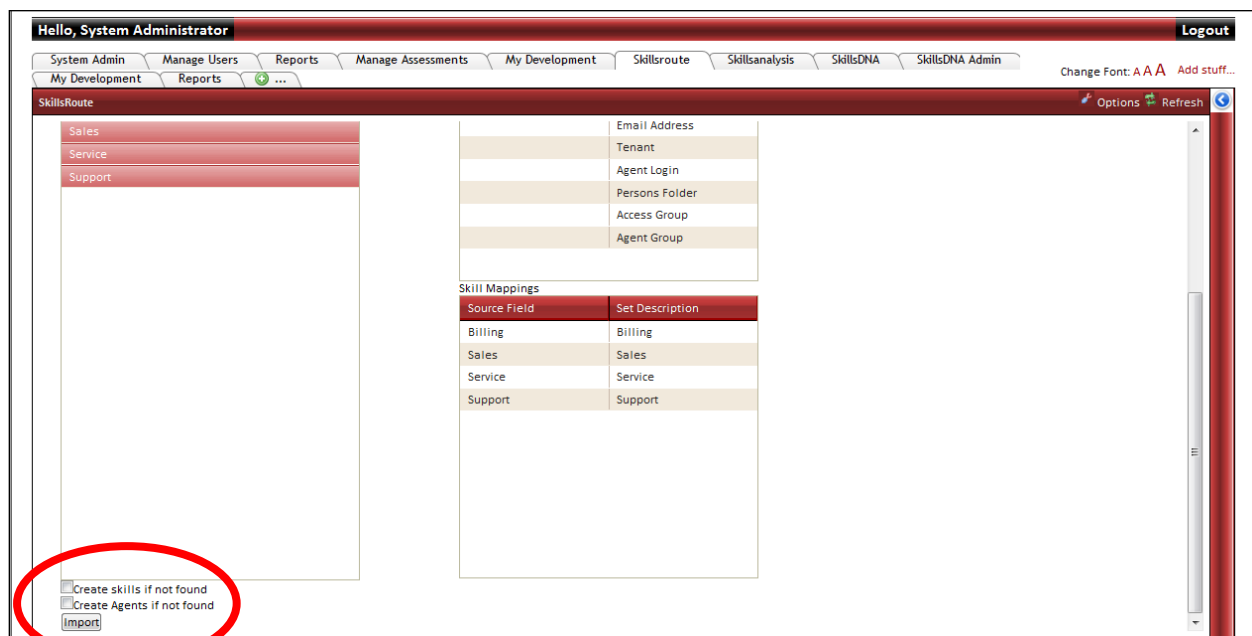
The screenshot shows the Skillsroute System Administrator interface. At the top, there is a navigation bar with tabs for System Admin, Manage Users, Reports, Manage Assessments, My Development, Skillsroute, Skillsanalysis, SkillsDNA, and SkillsDNA Admin. The Skillsroute tab is selected. Below the navigation bar, there is a section for SkillsRoute with buttons for Select File, View, and Import. The View button is circled in red. Below the buttons, there is a table with columns for User Name, Employee ID, First Name, Last Name, Billing, Sales, Service, and Su. The table contains 10 rows of user data.

User Name	Employee ID	First Name	Last Name	Billing	Sales	Service	Su
Jay	U_8306_Simulator	Amy	Jay	1	1	2	3
afriio	afriio	Andrea	Friio	1	1	2	3
asmith	asmith	Angela	Smith	1	1	2	3
aosborn	aosborn	Ann	Osborn	1	1	2	3
brigel	brigel	Barb	Rigel	1	1	2	3
btamzarian	btamzarian	Barney	Tamzarian	1	1	2	3
bcarlson	bcarlson	Brad	Carlson	2	1	2	3
cspencer	cspencer	Carole	Spencer	2	1	2	3
clee	clee	Charles	Lee	2	1	2	3

Map the 'Source Fields' to the 'User Fields' by dragging and dropping the information across.



Once the mapping has been done, select the relevant options at the bottom and click on 'Import'. The information will then be updated in CME.

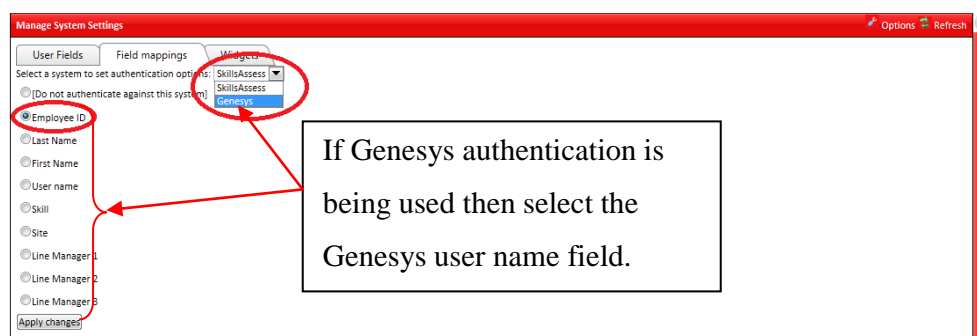


CME Authentication (Genesys environment only)

If Skills Assessor is being used within a Genesys environment there is the option to authenticate user access using their CME log in details. To enable this ensure that the users Genesys CME username, is included in the user upload or that the relevant field has been included in the hierarchy import.

In order to configure this setting first select the 'Manage Systems Settings' widget within Skills Assessor and select the 'Field Mappings' tab.

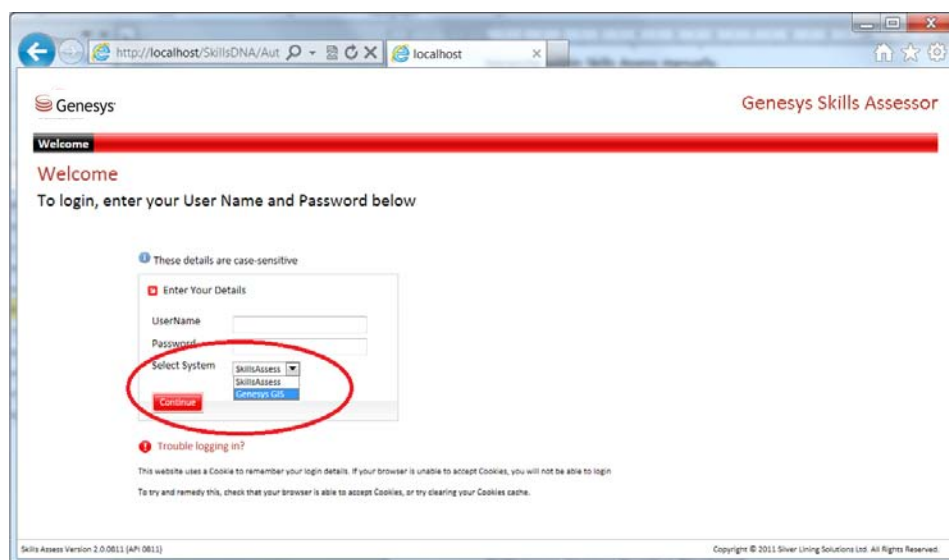
This will display a screen similar to the example below:



If Genesys CME authentication has been enabled you will be able to select Genesys from the drop down menu. The field name then has to be selected from the list i.e. Genesys username.

Click on 'Apply Changes' to save any changes you have made and to enable Genesys to authenticate the user.

When a user logs into Skills Assessor they can then select 'Genesys GIS' as the 'Select System' option rather than Skills Assessor.



The user entered 'UserName' will then be authenticated and validated against Genesys login details.

SkillsDNA Creation

Manage DNA Components

Before DNA Blocks can be created Key Performance information has to be imported (this data is also used in the SkillsAnalysis Widget for correlation analysis).

In the example extract below, there is a unique identifier for the individual, a date and the associated data.

This is the data spread sheet that will be imported into Skills Assessor to create the Skills DNA blocks and for use in the correlation analysis.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	Firstname	Surname	Employee number	Manager	Position	Region	Location	Team	Company	Date	Product Knowledge (Assessment)	Agent Attitude	Customer Info Fit	Identify Problem&Soln	
1	Tian	Yala	ayala	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	8	6	9	8	
2	Ua	Barnes	lbarnes	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	7	3	7	5	
3	Lonnie	Bruce	lbruce	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	9	4	10	9	
4	Shane	Carlson	scarlson	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	10	6	3	4	
5	Brian	Chen	bchen	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	7	6	1	1	
6	John	Cunningham	jcisco	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	5	10	9	8	
7	Louise	Cunningham	lcunningham	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	10	1	10	10	
8	Luis	Davenport	ldavenport	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	10	10	1	1	
9	Uillian	Davies	ldavies	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	9	3	7	9	
10	Henry	Dunn	hdunn	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	9	7	4	3	
11	Lorraine	Ellison	lellison	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	7	1	3	6	
12	Andrew	Faust	afaust	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	9	2	5	2	
13	Larry	Finn	ffinn	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	10	7	10	6	
14	Mary	Gail	mgail	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	6	2	5	8	
15	Eduardo	Garcia	egarcia	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	2	5	4	5	
16	Stan	Goldman	sgoldman	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	2	1	7	6	
17	Uillie	Grant	lgrant	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	8	5	9	9	
18	Kathy	Gurin	kgurin	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	6	8	9	9	
19	Loretta	Hammond	lhammond	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	9	10	5	4	
20	Louise	Jacobs	ljacobs	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	5	7	9	6	
21	Amy	Jay	ajay	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	2	1	4	3	
22	Ian	Johnson	ijohnson	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	10	7	1	4	
23	Gurutej	Kaur	gkaur	atalbot	Agent	Manchester	Worsley	Team 1	My Company	01/11/2011	3	6	7	6	
24	Ann	Larson	alarson	atalbot	Agent	Manchester	Deansgate	Team 1	My Company	01/11/2011	9	4	9	6	
25	Kai	Lemieux	klemieux	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	4	3	9	6	
26	Kim	Lewis	klewis	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	6	6	4	5	
27	Ben	Lin	blin	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	1	3	6	7	
28	Pele	Lolani	plolani	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	2	10	7	6	
29	Rebecca	Lorraine	rlorraine	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	9	9	8	6	
30	Lisa	Low	llow	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	3	7	7	6	
31	Leslie	Lyn	llyn	lspencer	Agent	Manchester	Deansgate	Team 2	My Company	01/11/2011	9	4	9	8	

To import the data first select the 'Manage DNA Components' widget as per the example below.

Use the drop down box to select the component type and in this example the component type will be KPI.

Provide a description and then configure the remaining information as required.

Click 'Create' to create the component once the information has been entered.

The screenshot shows the 'Manage DNA Components' interface in the Genesys Skills Assessor. The interface includes a table of existing components and a form to create a new one. Annotations point to specific fields in the form:

- Drop down box to select the component type.** Points to the 'Please select a component type' dropdown menu.
- Enter a description.** Points to the 'Please enter a description' text field.
- Minimum default value i.e. if the lower value of the data is 80 then enter this.** Points to the 'Please enter a default minimum value' field, which contains '0.00'.
- Flip the range if the range should be higher value to low.** Points to the 'Please select whether you would like to flip the range by default' checkbox, which is checked.
- As the DNA range is presented as green, amber, red, enter a default green, amber and red value.** Points to the 'Please enter a default threshold 1 value' field (containing '33.33') and the 'Please enter a default threshold 2 value' field (containing '66.66').

The table of existing components shows various KPIs like 'Agent Attitude', 'Blend Revenue', 'Customer Info Fit', etc., with their respective dates and values.

Once the component has been created it will appear in a list as per the example below.

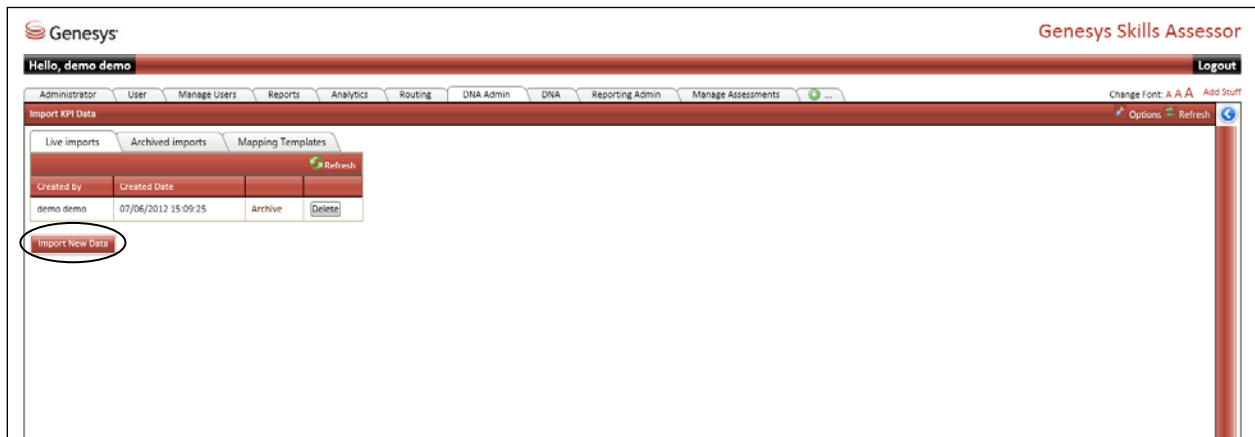
The screenshot displays the 'Manage DNA Components' interface in the Genesys Skills Assessor. The page header includes the Genesys logo, a user greeting 'Hello, demo demo', and a 'Logout' button. A navigation bar contains links for Administrator, User, Manage Users, Reports, Analytics, Routing, DNA Admin, DNA, Reporting Admin, and Manage Assessments. The main content area is titled 'Manage DNA Components' and includes a sub-header 'Create and manage DNA Components'. Below this, there is a 'KPIs' section with a date range filter (Date From: 09/06/2011, Date To: 10/06/2012) and a 'Refresh' button. A table lists the components, with columns for Description, Date created, and Edit. The table contains 10 rows of data. At the bottom left, there is a 'Create Component' button.

Description	Date created	Edit
Agent Attitude	07/06/2012	Edit
Brand Revenue	07/06/2012	Edit
Customer Info Fit	07/06/2012	Edit
Customer Understanding	07/06/2012	Edit
FCR	07/06/2012	Edit
Identify Problem and Solution	07/06/2012	Edit
Product Knowledge (Assessment)	07/06/2012	Edit
Product Offering (Assessment)	07/06/2012	Edit
Retention	07/06/2012	Edit

Import KPI Data

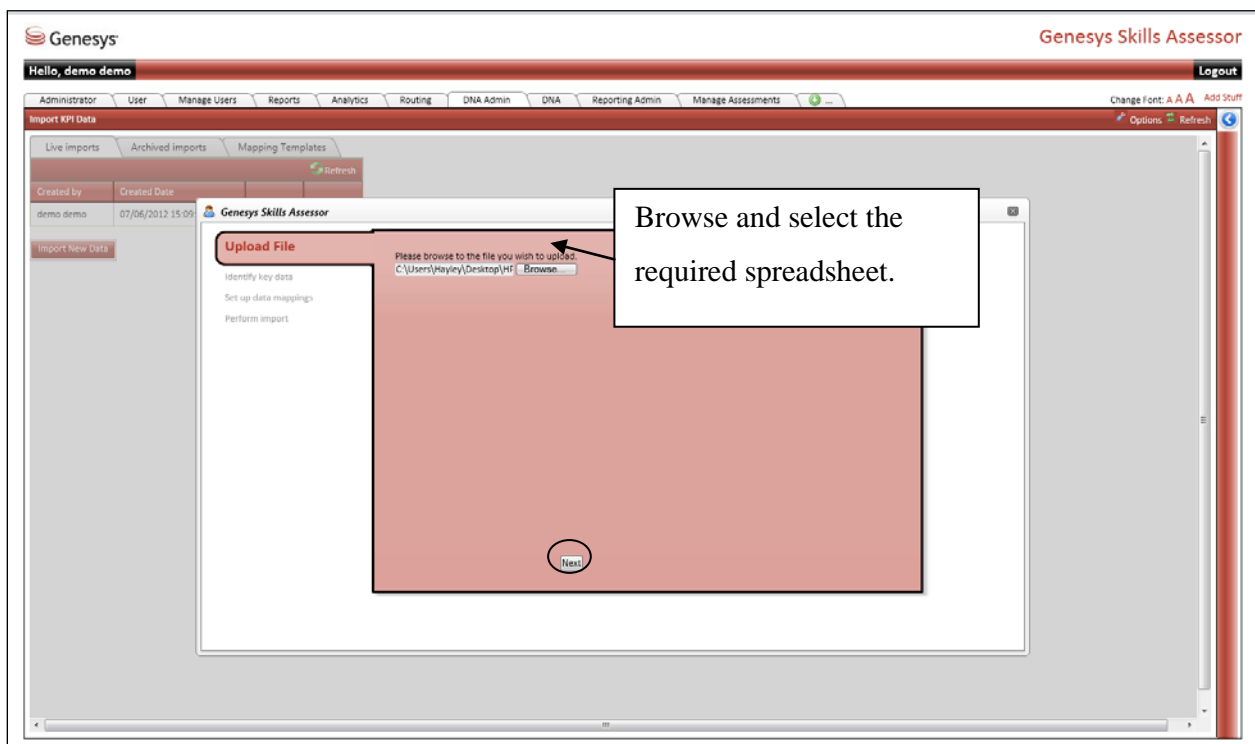
The next step is to import the data into the SkillsDNA repository. To do this select the 'Import KPI Data' widget as per the example below and click on 'Import New Data'.

Use this process to upload any new data.

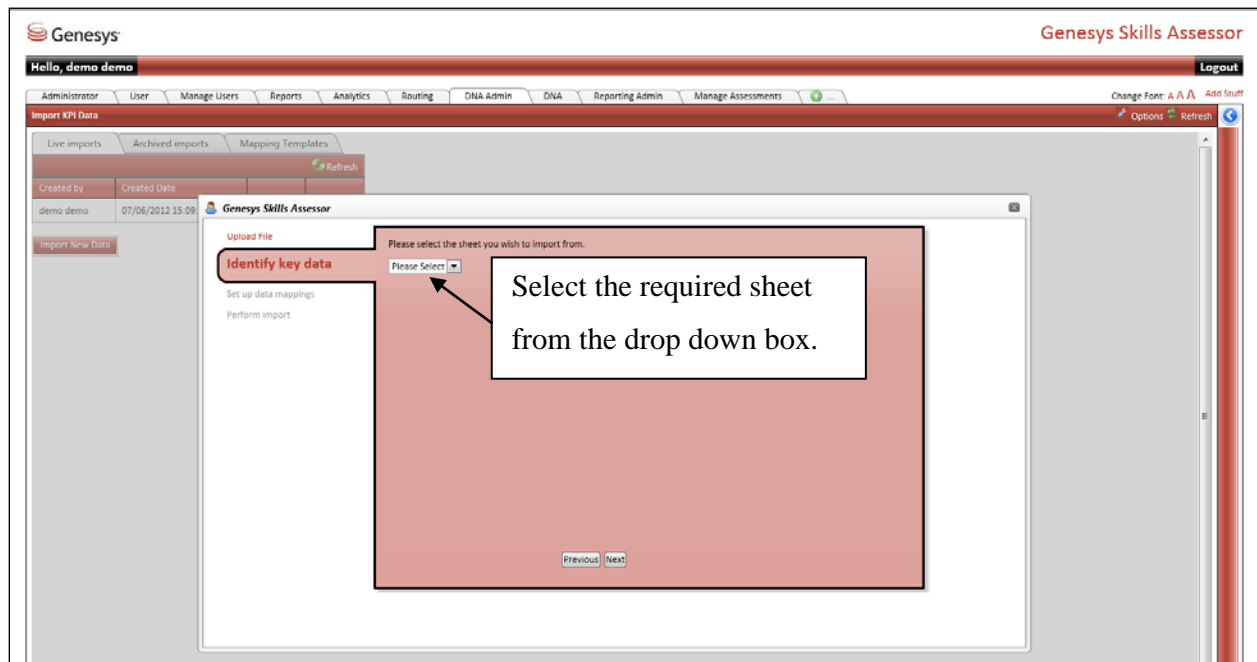


This will bring up the import wizard as per the example below.

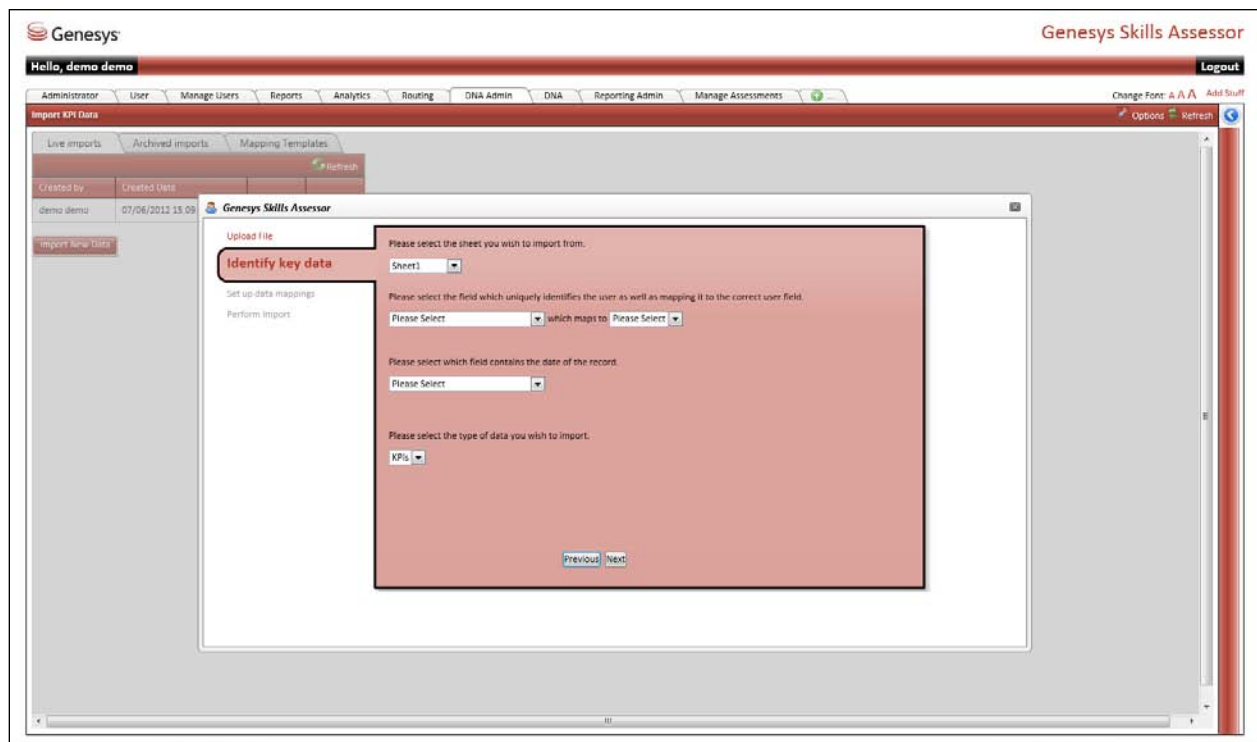
After selecting the required file click on 'Next'.



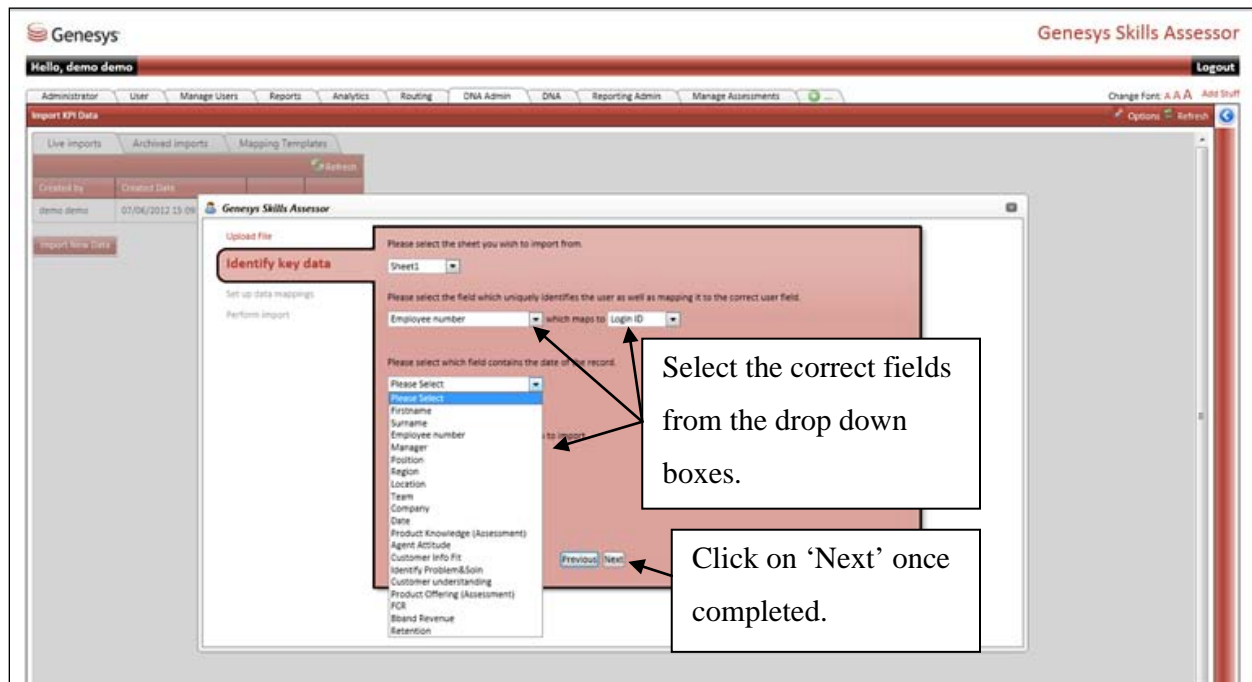
Select the required sheet from the drop down box.



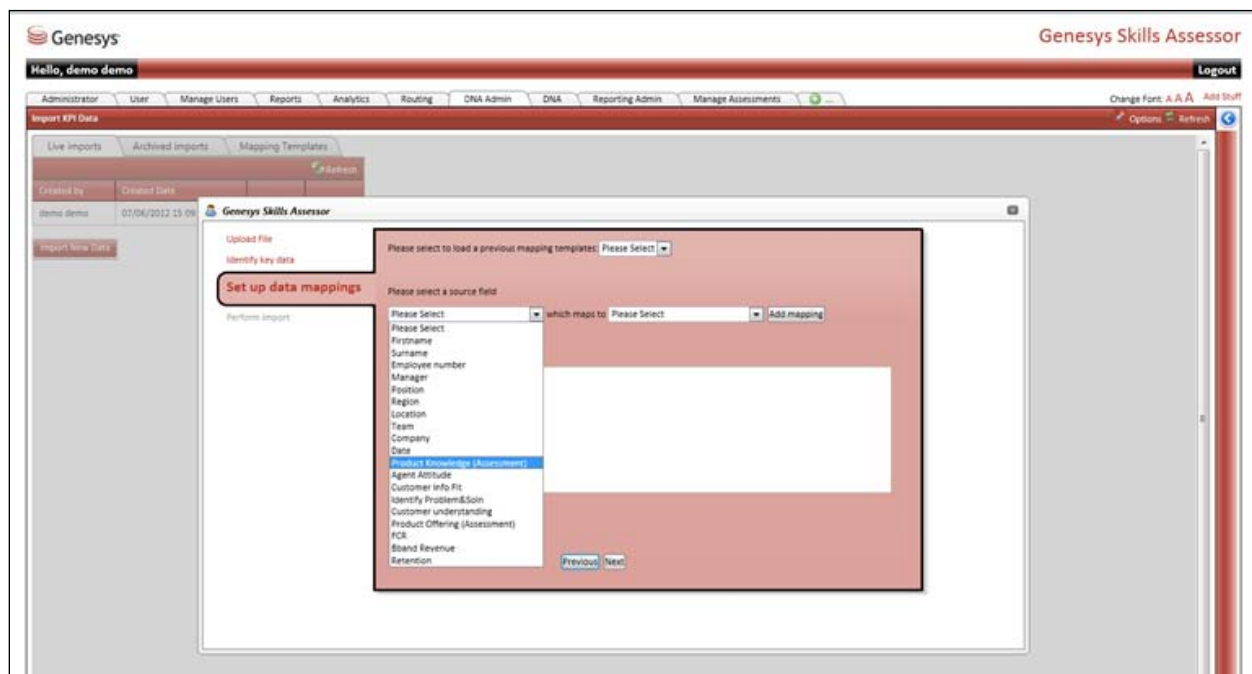
Selecting the required sheet brings up the next step for importing the data.



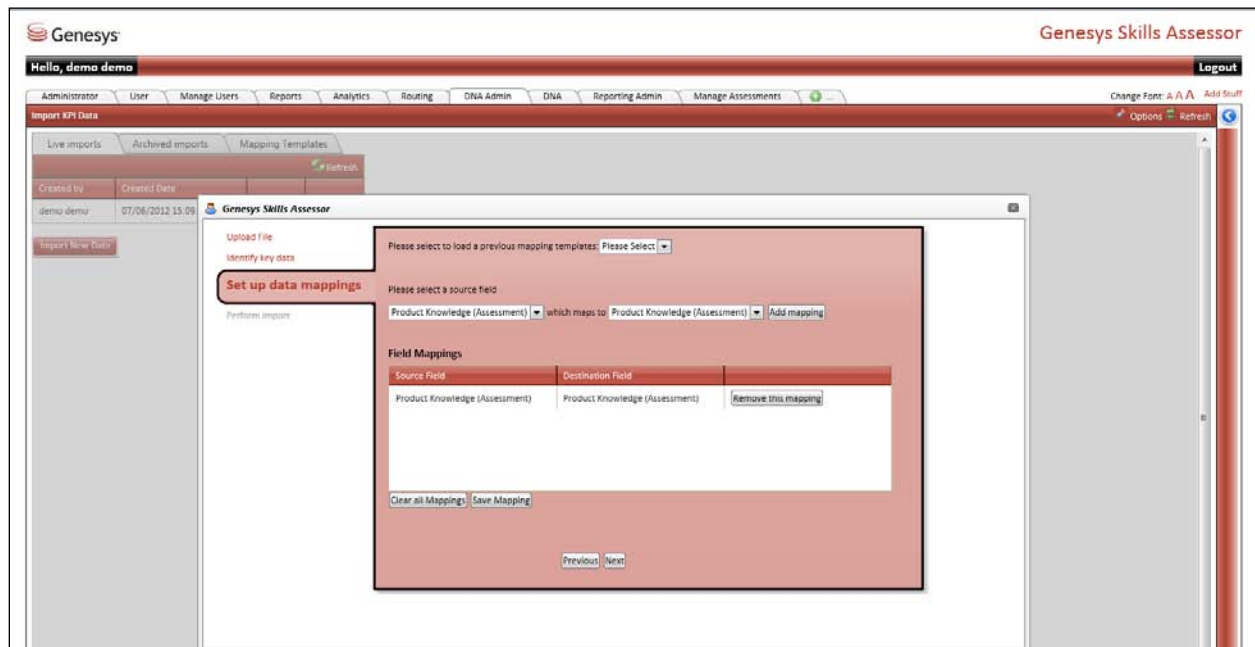
Select the correct fields from the drop down boxes. Click on 'Next' once completed.



Select the the relevant source field and which component it maps to from the components created previously.

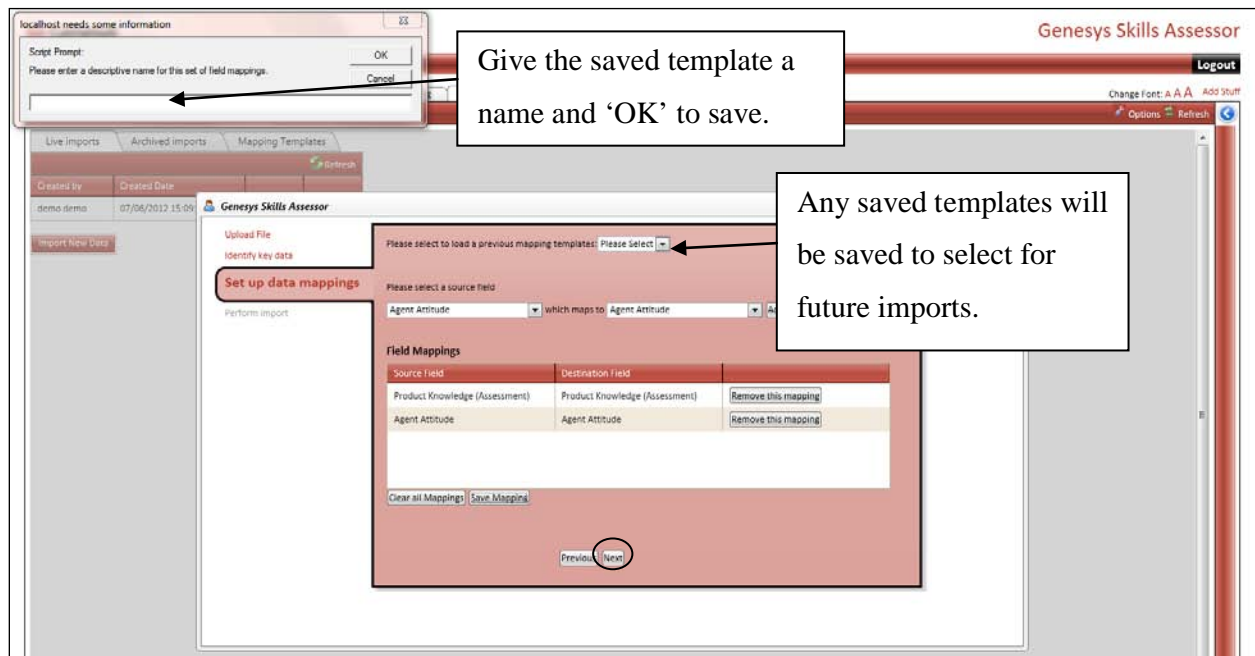


After selecting 'Add mapping' it will then appear within the 'Field Mappings' list.



To save the mapping template to reuse for future data imports click on 'Save Mappings'.

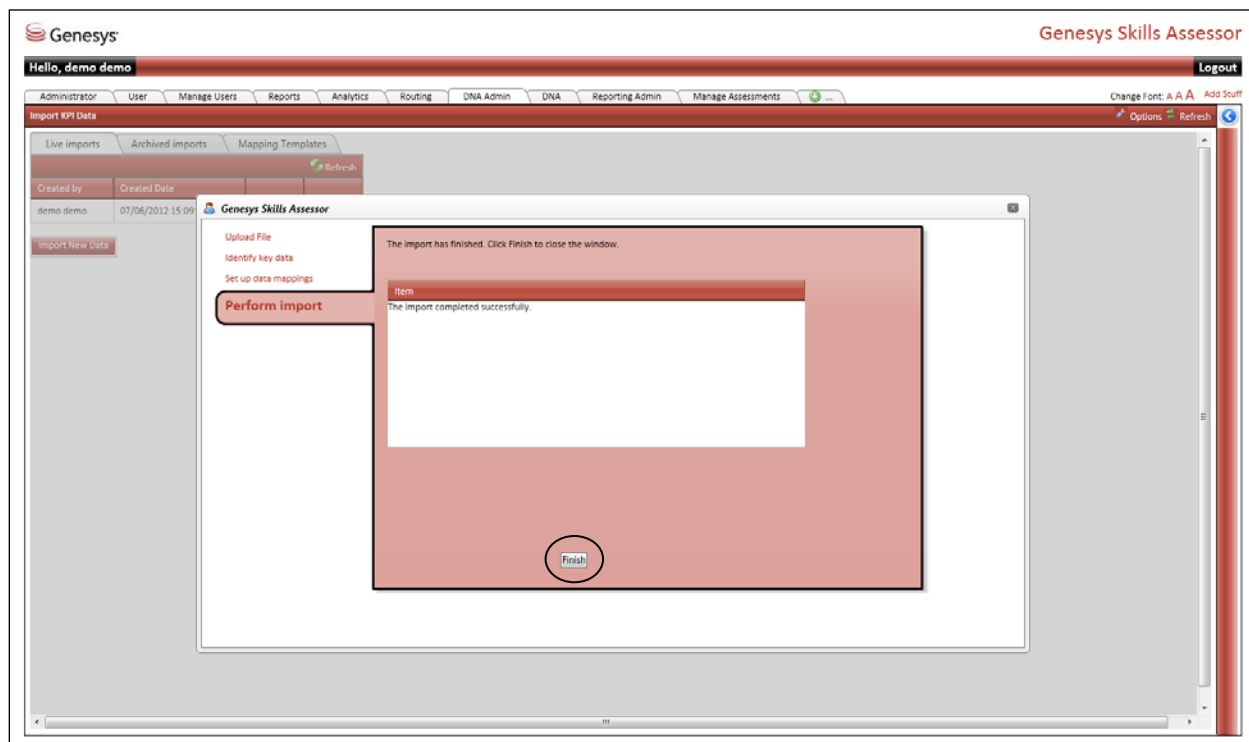
Click on 'Next' to import the data once complete.



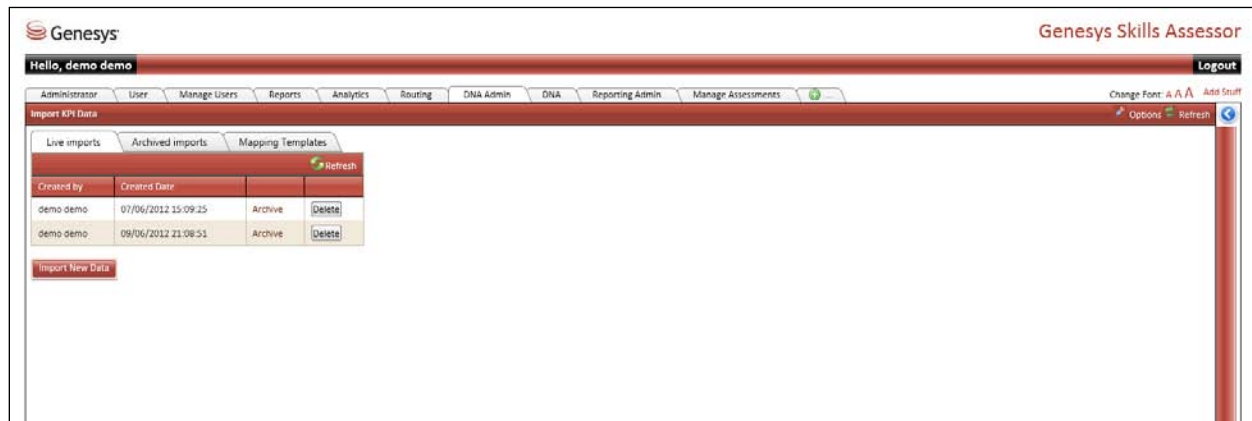
Click on 'Start Import' to import the date.



Once the import has been completed click on 'Finish'.



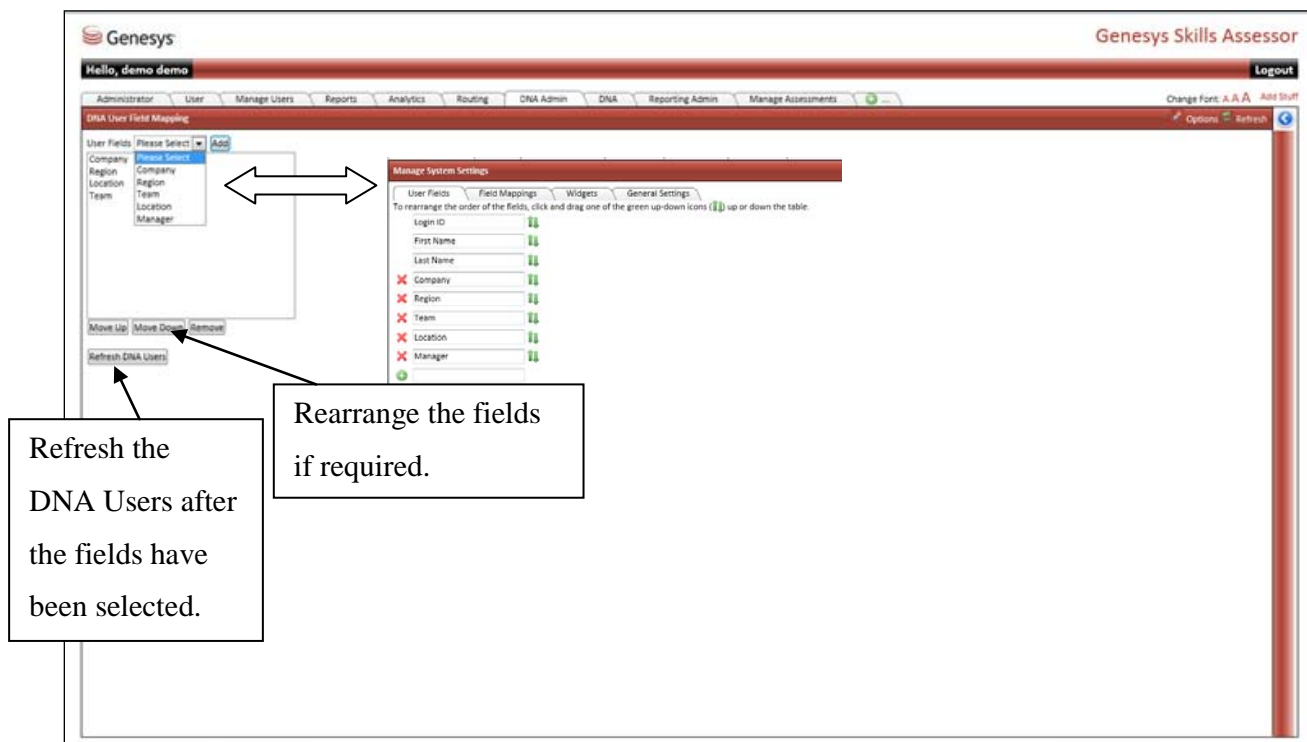
The data import will then show in the import log. This is where data previously imported can be deleted. Use the Archive option to archive any data no longer required.



DNA User Field Mapping

To create the 'View Filtered DNA' view, user fields (from the 'Manage System Settings' fields widget) have to be selected in order in the 'DNA User Field Mapping' widget.

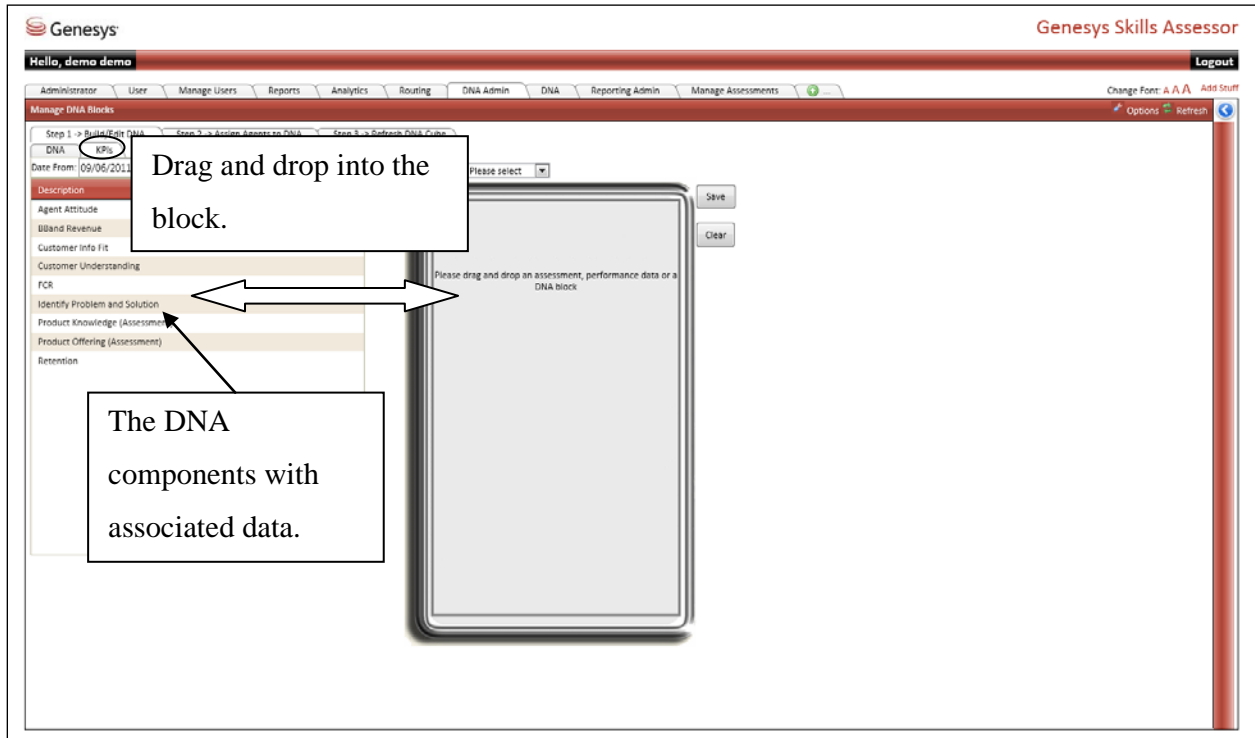
Refresh the DNA users once these fields have been selected.



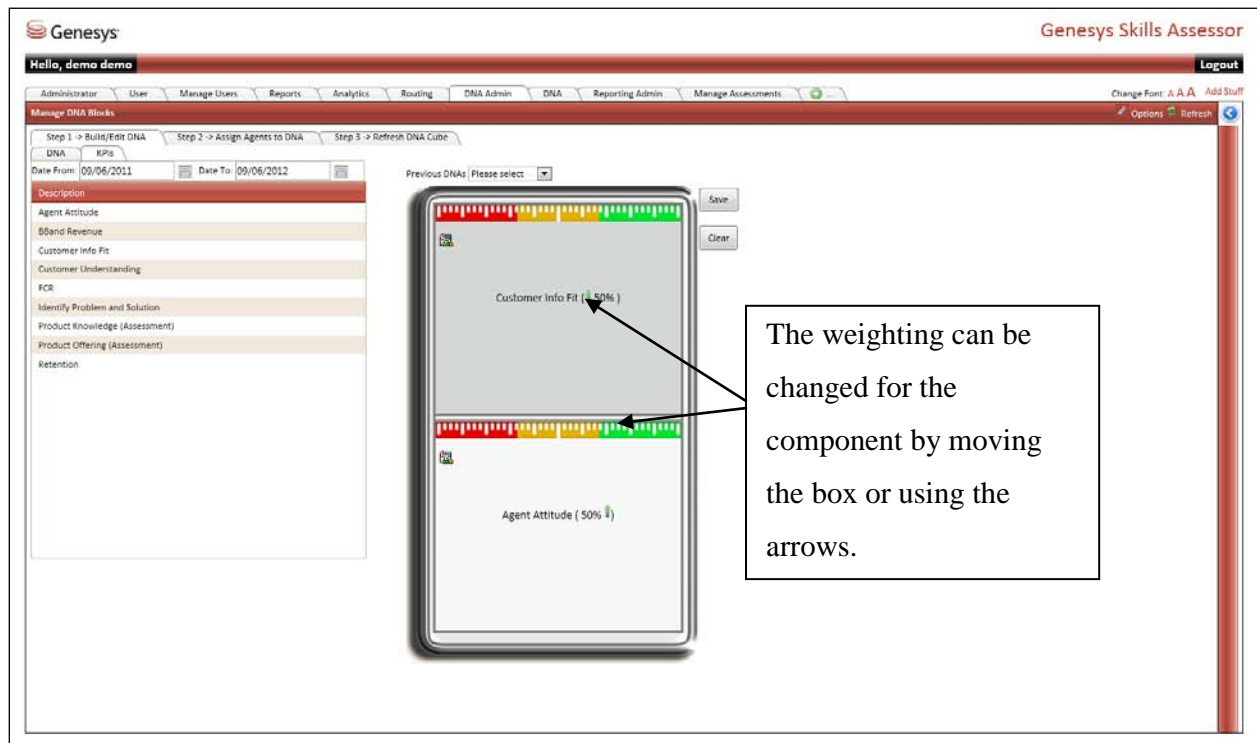
Manage DNA Blocks

DNA blocks are created in the 'Manage DNA Blocks' widget as per the example below.

Drag and drop the DNA components into the block to create DNA blocks.

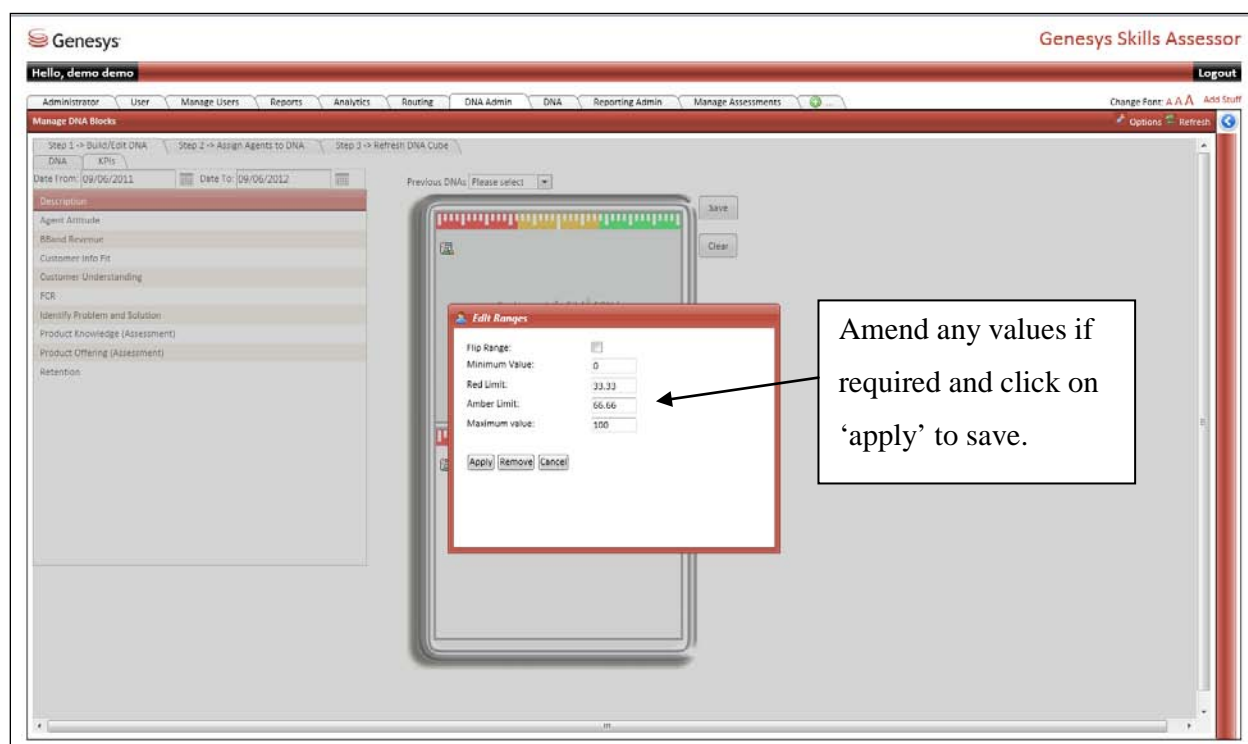


Multiple components can be used to create a DNA block as per the example below.

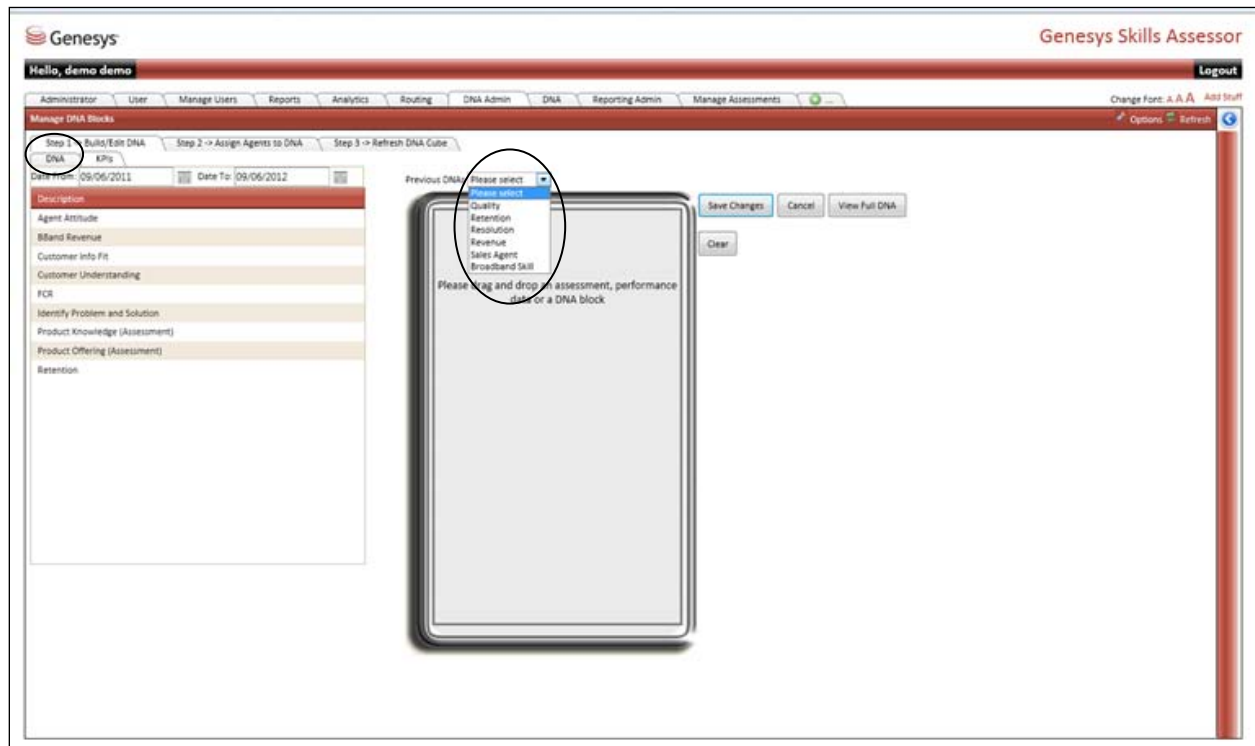


Click on the ruler to amend the distribution. It is important to note that if the highest value for the component is for example 10 then the range in the example below would need to be amended to show a maximum value of 10.

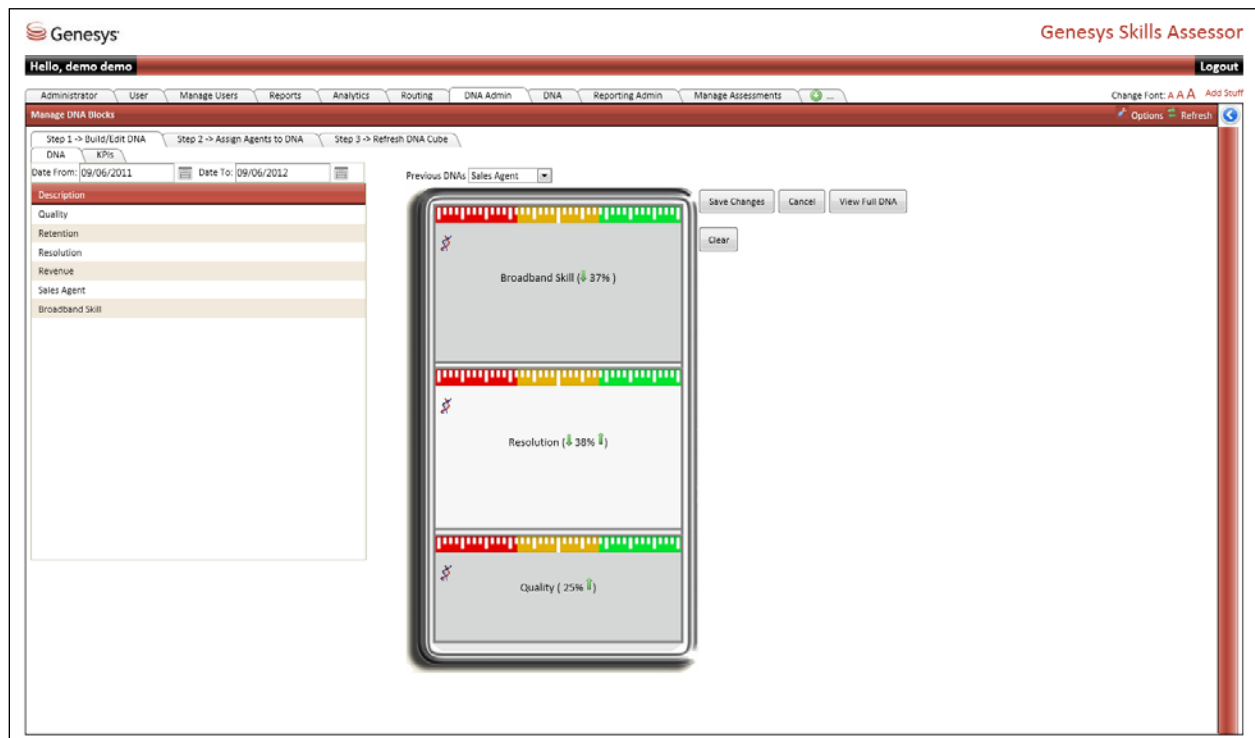
Once the DNA block has been created click on 'Save' and give the DNA block a name.



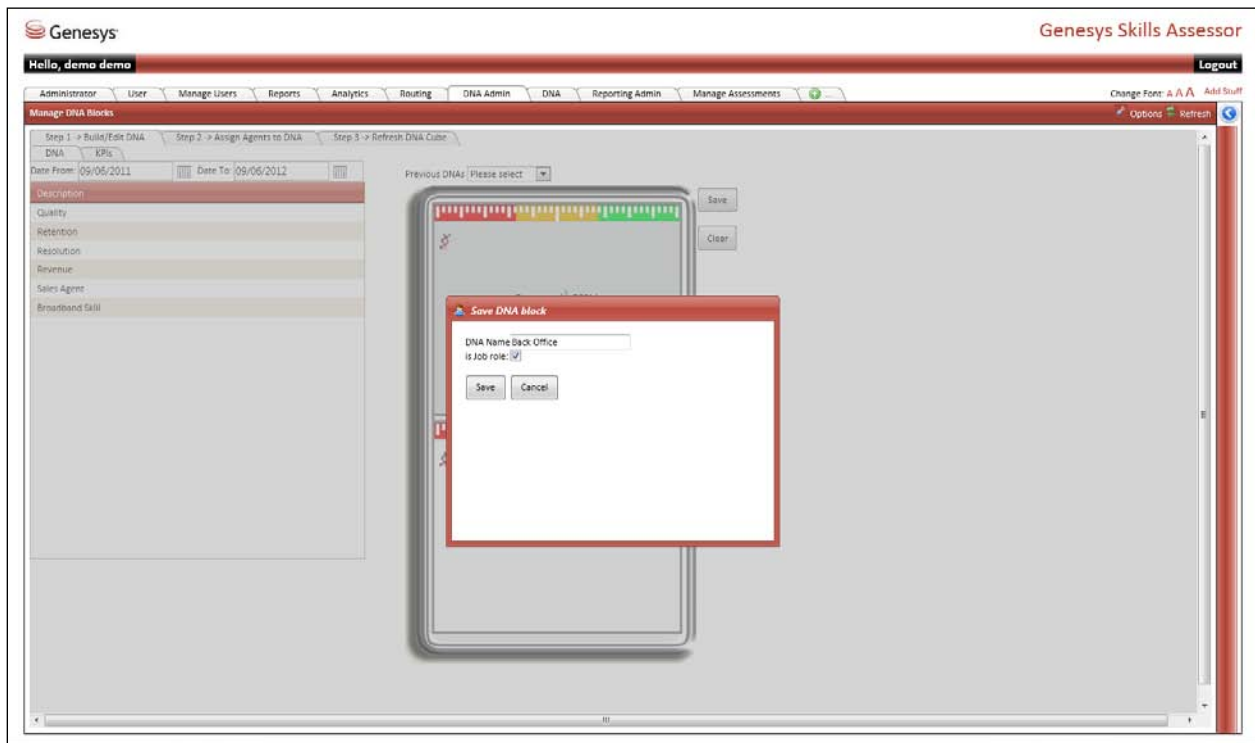
The new DNA block will then be available in the 'Previous DNA's' drop down box and within the 'DNA' tab.



In this example several DNA blocks have been combined to create a Sales Agent job role.

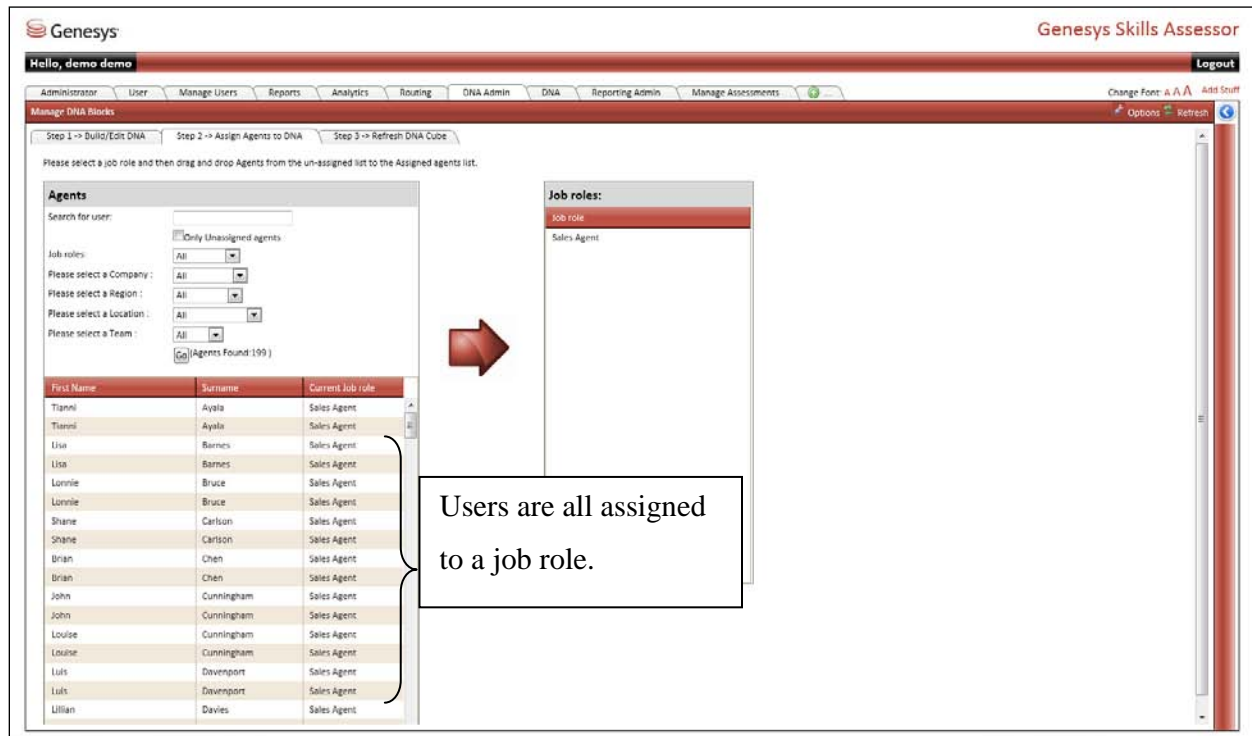
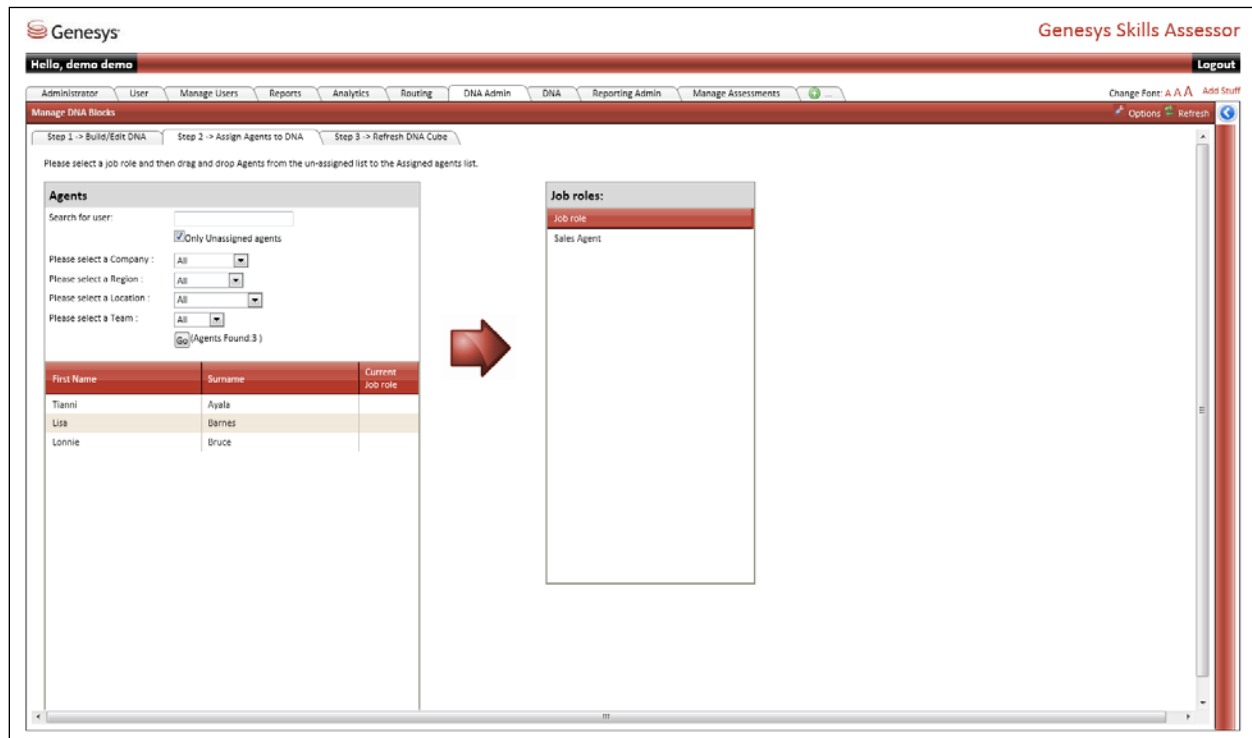


To create a job role, first create the DNA block and then click on 'Save'. The 'Save DNA Block' window will then be presented. Select 'Is Job Role' and give the job role a name. This job role will then be available to associate user to.



After building the DNA blocks assign the agents to DNA / roles. Users can only be assigned to one job role.

To assign an individual to a job role, highlight the users and drag and drop them onto the job role, in the example below this would be onto the Sales Agent role.

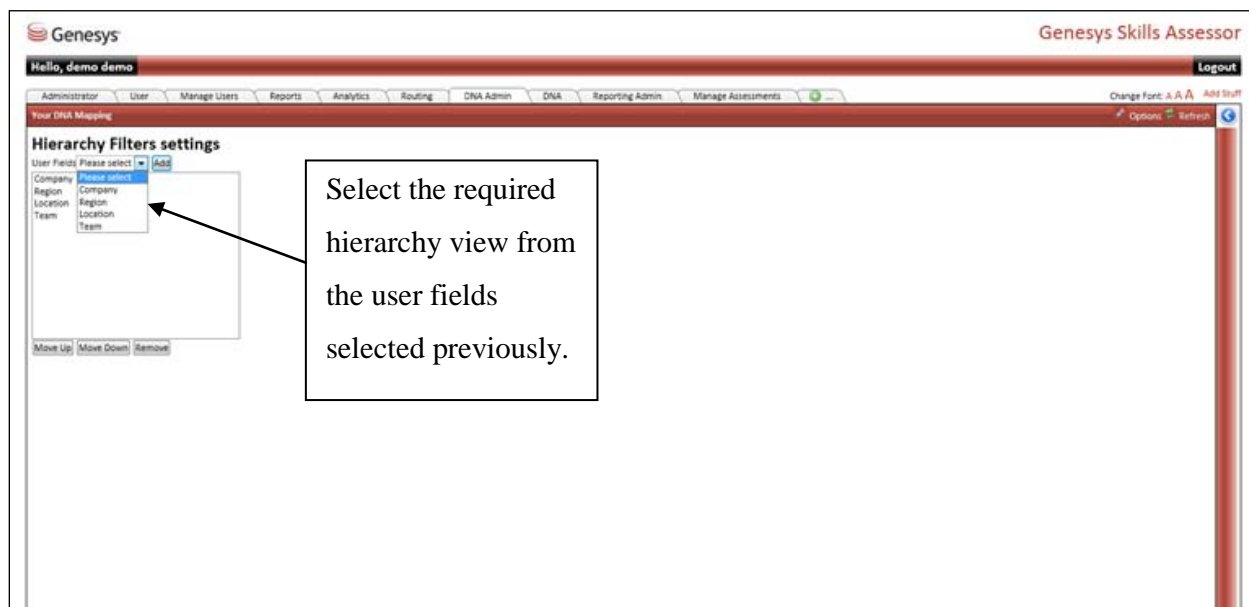


After assigning users to roles, select the last tab and refresh the DNA Cube.



Your DNA Mapping

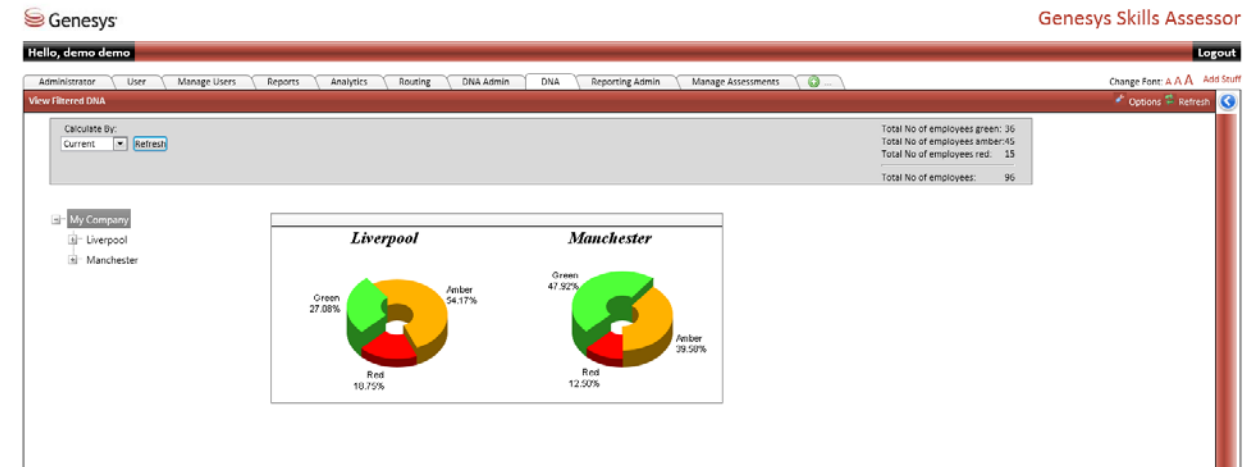
This widget allows the filtered DNA view and the options to choose from are available from the user fields selected in the 'DNA User Field Mapping' widget previously.



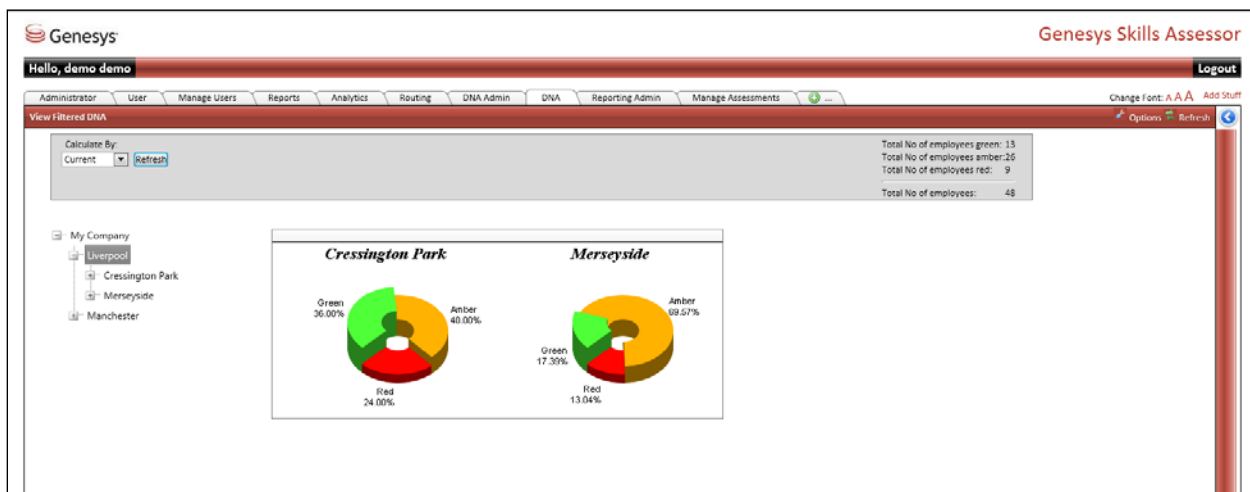
View Filtered DNA

The 'View Filtered DNA' widget gives visibility by hierarchy of where the associated users are within the aggregate DNA block.

In this example the total number of users who are in green, amber or red based on their aggregated DNA 'score' (based on the DNA components and the weightings), are shown in the top right hand corner. They are also displayed visually as per the example below.



Either click on the donuts or expand the hierarchy at the left hand side to view the individual user results.



Select and individual user to reveal their DNA results.

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Calculate By: Current [Refresh]

Total No of employees green: 9
Total No of employees amber: 10
Total No of employees red: 6
Total No of employees: 25

My Company
Liverpool
Cressington Park
Team 2
Sales Agent
Green
Amber
Roberto Richards
Jennifer Reppert
Stacy Resner
Debra Proctor
Lynne Suzanne
Romana Privett
Amy Reicher
Megan Powell 111
Lydia Ramirez
Jennifer Rhoades
Merseyside
Manchester

Agent: Jennifer Reppert
Job role
Field Value
Login ID jreppert
First Name Jennifer
Last Name Reppert
Company My Company
Compare [Show DNA] [Show DNA Map]

Alerts
Performance Data
Product Knowledge Assessment

Select an individual to view their DNA and the area that requires attention.

Click on 'Show DNA' to view the DNA block for the individual.

Genesys Skills Assessor

Hello, demo demo

Administrator | User | Manage Users | Reports | Analytics | Routing | DNA Admin | DNA | Reporting Admin | Manage Assessments

Calculate By: Current [Refresh]

Total No of employees green: 9
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My Company
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Amy Reicher
Megan Powell 111
Lydia Ramirez
Jennifer Rhoades
Merseyside
Manchester

Agent: Jennifer Reppert
Job role
Field Value
Login ID jreppert
First Name Jennifer
Last Name Reppert
Company My Company
Compare [Hide DNA] [Show DNA Map]

Alerts
Performance Data
Product Knowledge Assessment

Broadband Skill (72)
Resolution (75)
Quality (35)
Sales Agent

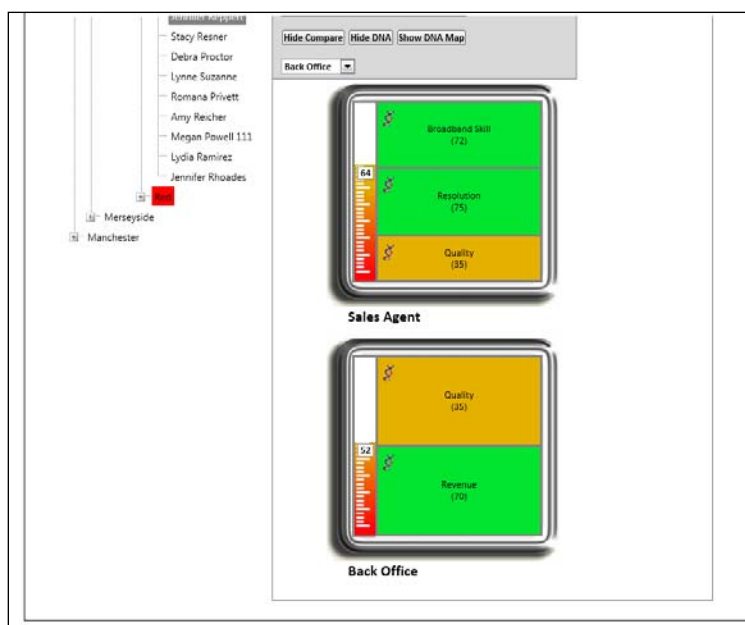
Click on 'Show DNA Map' to view the full DNA breakdown.



There is also the option to compare the individual against another job role to identify the areas for attention.



Comparison view.



Top DNA Agents

The 'Top DNA Agents' widget is the report widget.

In the example below the role selected is Sales Agent; however the application has searched across all job roles to present the top agents based on the aggregate DNA components for the Sales Agent. This means that potentially the top performing agents may not necessarily be associated to the actual job role but may belong to a different job role, but has the aggregate DNA components.

Top Employees

Please select a Job Role: FiveKPIs

Selection Criteria: User list Filters:

Please select a Job Title: All

Please select a Department: All

Show range (percent): (0 - 100)

Search across all roles: ☐

Calculate By: Current

Refresh

Agent Name	Score
<input checked="" type="checkbox"/> Donna Quigley	66
<input checked="" type="checkbox"/> Rosemary Wright	66
<input checked="" type="checkbox"/> Shawn Prince	61
<input checked="" type="checkbox"/> Yvonne Simpson	58
<input checked="" type="checkbox"/> Samuel Chapman	56
<input checked="" type="checkbox"/> Danielle Armstrong	55
<input checked="" type="checkbox"/> Arnold Lawrence	55
<input checked="" type="checkbox"/> Kim Yates	54

Select All Deselect all

Export Save User Selection

COMPARE

FiveKPIs

FiveKPIs job role selected
but the search is across all
job titles.

Results can then be filtered. In the example below this displays users between 90 and 100%.

Top Employees

Please select a Job Role:

Selection Criteria: ☐ User list ☒ Filters:

Please select a Job Title:

Please select a Department:

Show range (percent):

Search across all roles: ☐

Calculate By:

FiveKPIs

- Feedback (49)
- Quality (6)
- Revenue (28017)
- Transactions (500)
- Transfers (46)

Results between 0 – 100%.

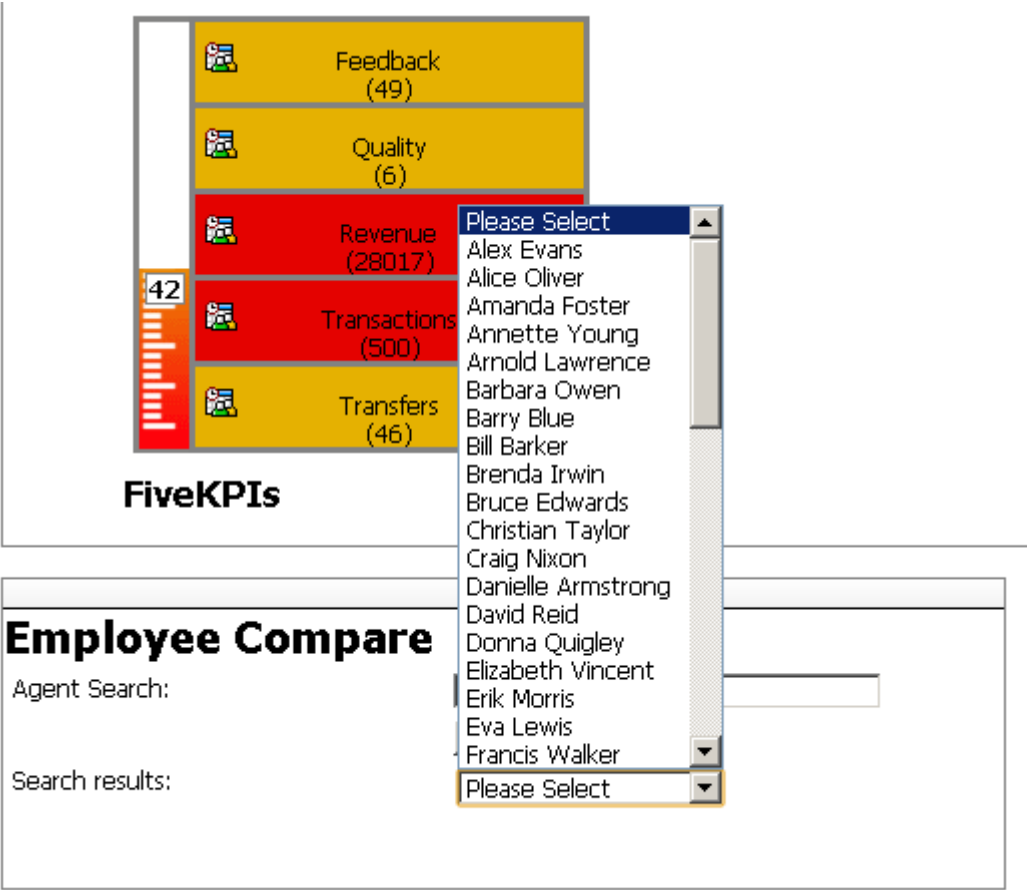
	Agent Name	Score
<input checked="" type="checkbox"/>	Donna Quigley	66
<input checked="" type="checkbox"/>	Rosemary Wright	66
<input checked="" type="checkbox"/>	Shawn Prince	61
<input checked="" type="checkbox"/>	Yvonne Simpson	58
<input checked="" type="checkbox"/>	Samuel Chapman	56
<input checked="" type="checkbox"/>	Danielle Armstrong	55
<input checked="" type="checkbox"/>	Arnold Lawrence	55
<input checked="" type="checkbox"/>	Kim Yates	54

COMPARE

Select All Deselect all

Results can be exported and saved.

Individual users can also be selected.



Update Routing Skills from DNA

This widget enable Skills and proficiency levels in CME to be updated for the SkillsDNA output.

The DNA components are presented in the left hand side table and the CME skills in the right hand table.

The DNA components and CME Skills need to be 'linked' in the middle table. In this example 'Broadband Skill' DNA has been linked to 'Broadband' skill. To link drag and drop the individual components into the middle table.

Genesys Skills Assessor

Hello, demo demo

Logout

Administrator User Manage Users Reports Analytics Routing DNA Admin DNA Reporting Admin Manage Assessments

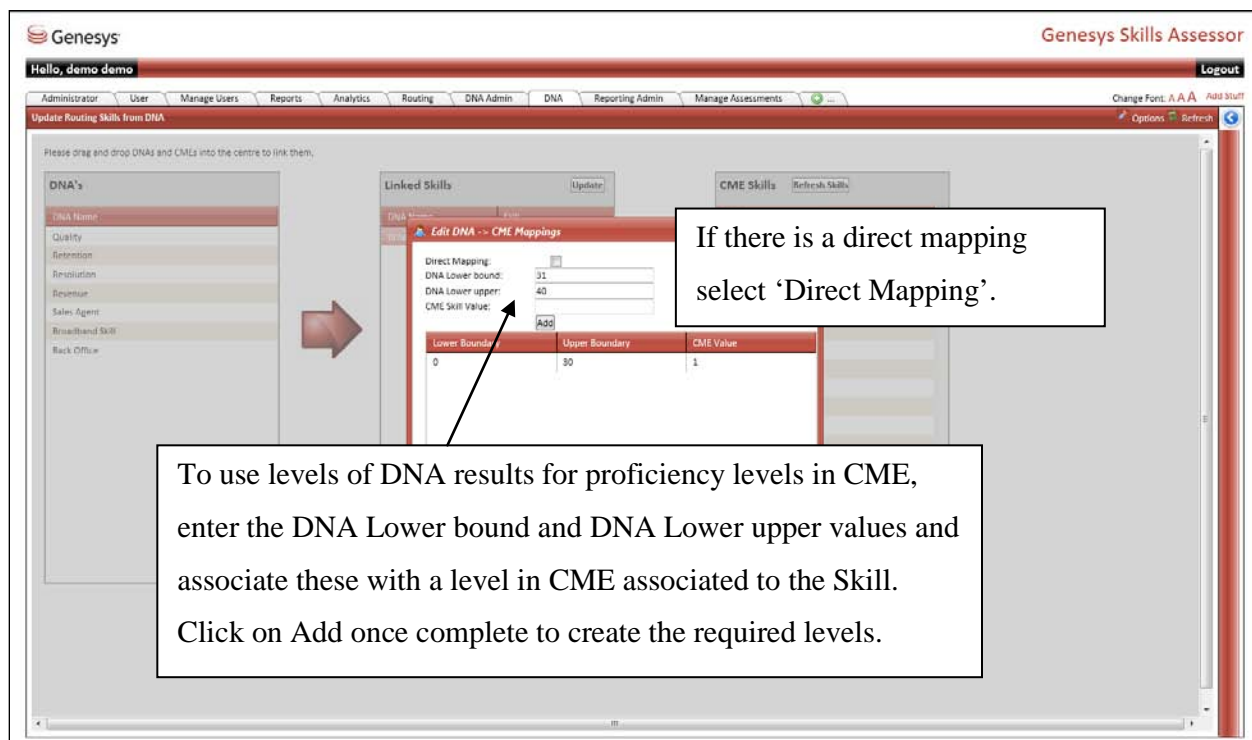
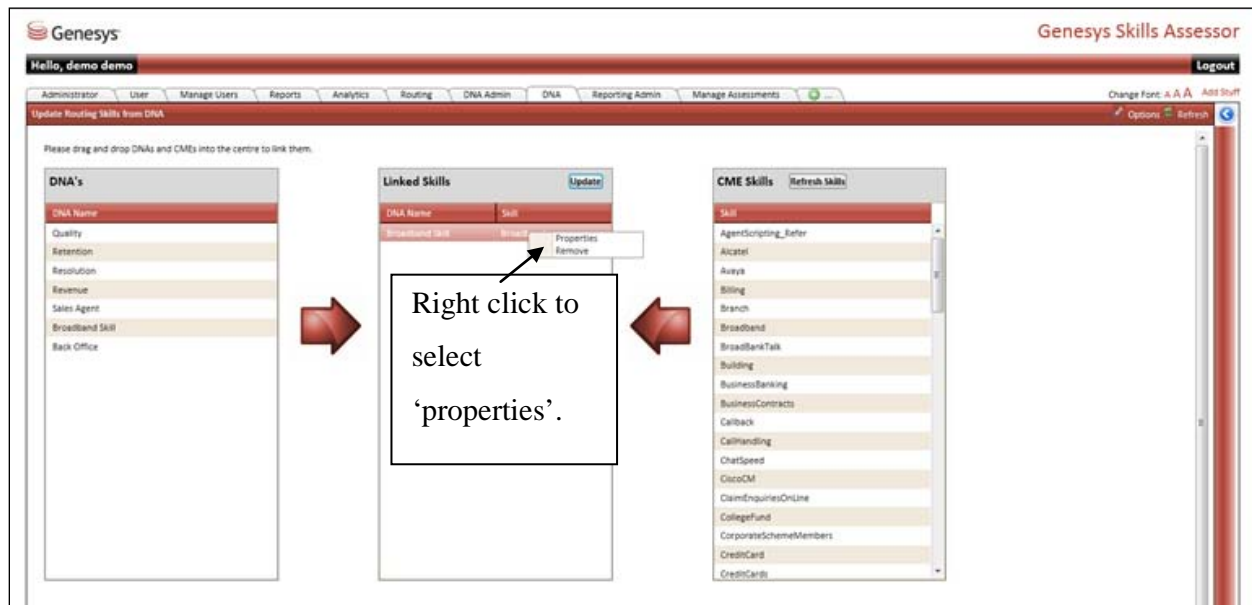
Update Routing Skills from DNA

Options Refresh

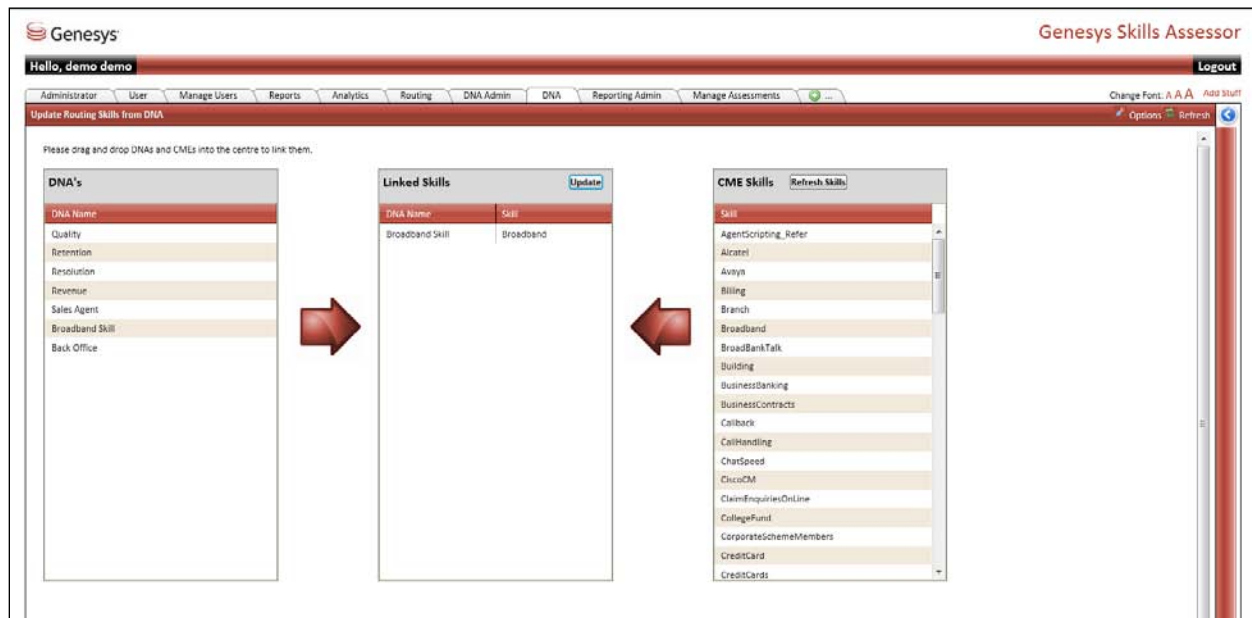
Please drag and drop DNAs and CMEs into the centre to link them.

DNA's	Linked Skills	CME Skills
DNA Name Quality Retention Resolution Revenue Sales Agent Broadband Skill Back Office	DNA Name Skill Broadband Skill Broadband	Skill AgentScripting_Refer Alcatel Avaya Billing Branch Broadband BroadbandTalk Building BusinessBanking BusinessContracts Callback CallHandling ChatSpeed CiscoCM ClaimEnquiriesOnline CollegeFund CorporateSchemeMembers CreditCard CreditCards

Configure whether the DNA skill and CME skill are directly mapped or whether the DNA results provide a scale to match the proficiency levels in CME.



Click on 'Update' to update the CME Skill levels. The information will be presented prior to updating CME.

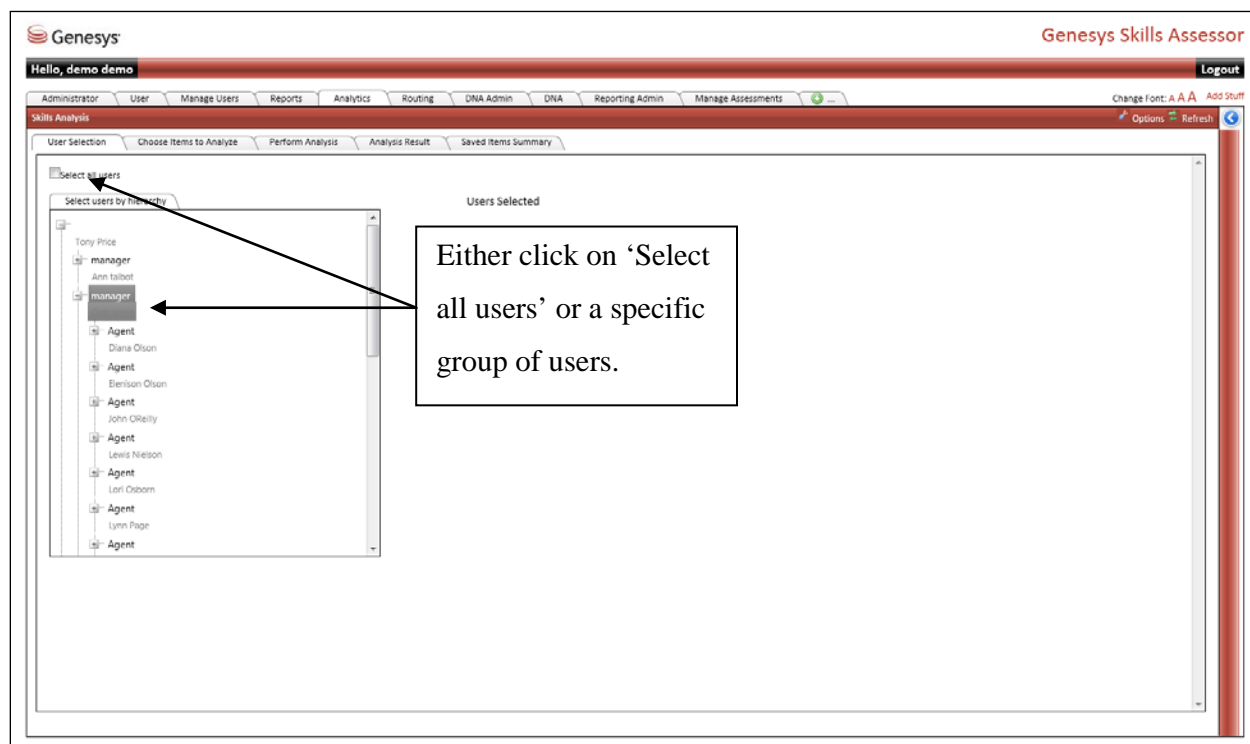


SkillsAnalysis

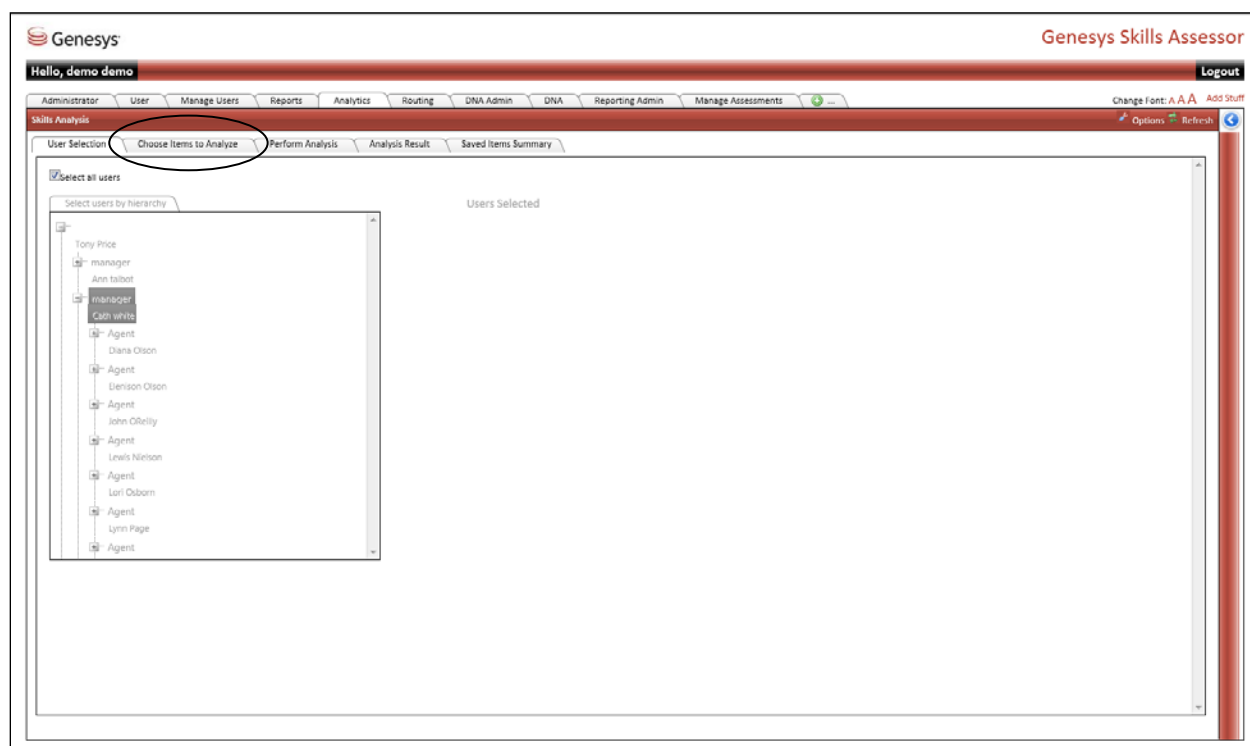
The SkillsAnalysis widget works in three stages.

Stage 1, select the users and users are selected from the hierarchy. All users can be selected or specific users. In the example below a particular manager has been selected and by leaving this selection the application would only look at this managers team.

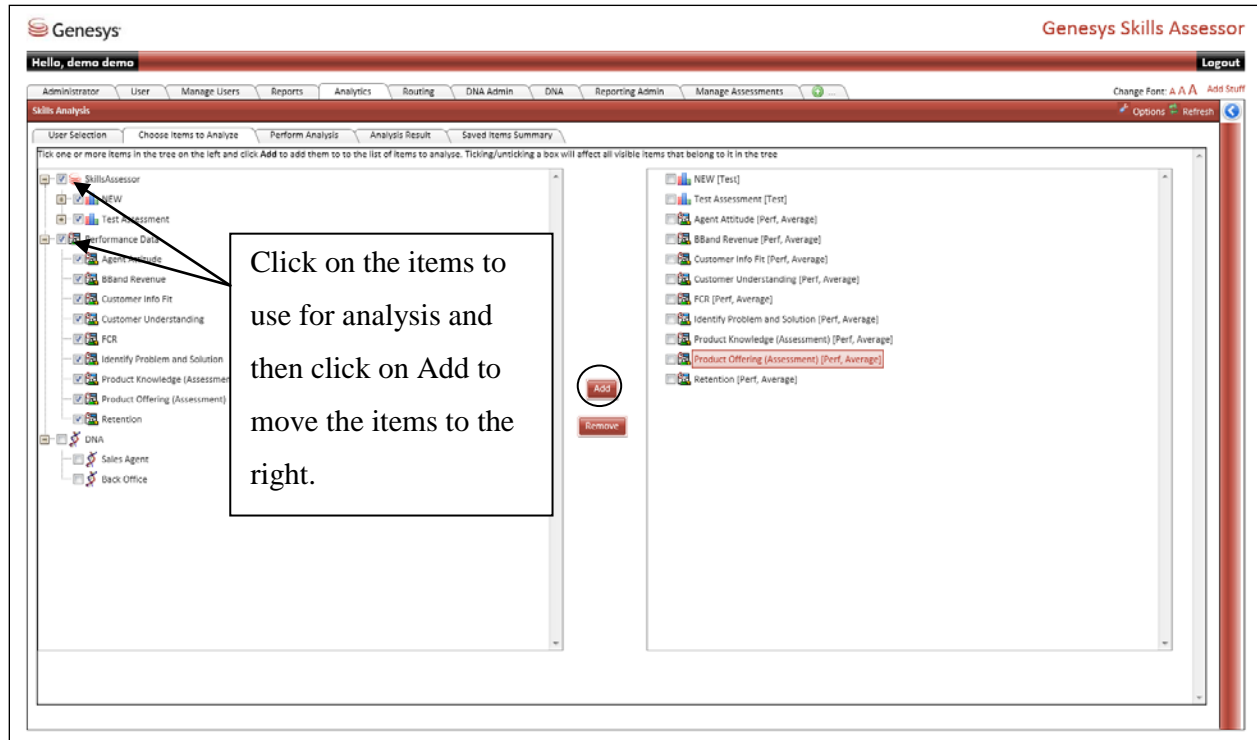
If all users are to be selected as part of the analysis, click on 'Select all users'.



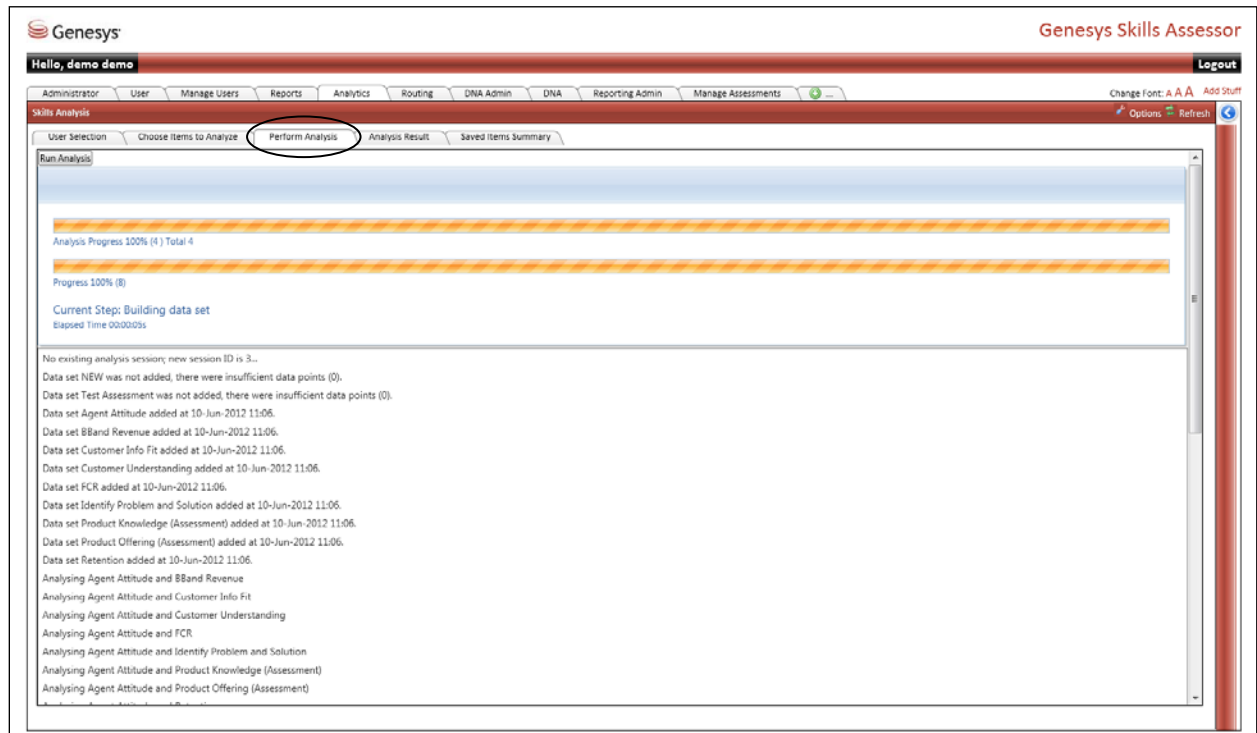
Click on 'Choose items to Analyse' once the users have been selected.



Select which data to use for analysis.



Click on 'Perform Analysis' to analyse the data.



Select 'Analysis Result' and three options are then available to view the correlation results. In the example below this view is 'Best Correlations'. The higher the correlation the stronger the influence on the output.

The screenshot shows the 'Best Correlations' view in the Genesys Skills Assessor. The interface includes a navigation bar with tabs: Administrator, User, Manage Users, Reports, Analytics, Routing, DNA Admin, DNA, Reporting Admin, and Manage Assessments. The 'Analytics' tab is selected, and the 'Analysis Result' sub-tab is active. The 'Best Correlations' view displays a table with the following data:

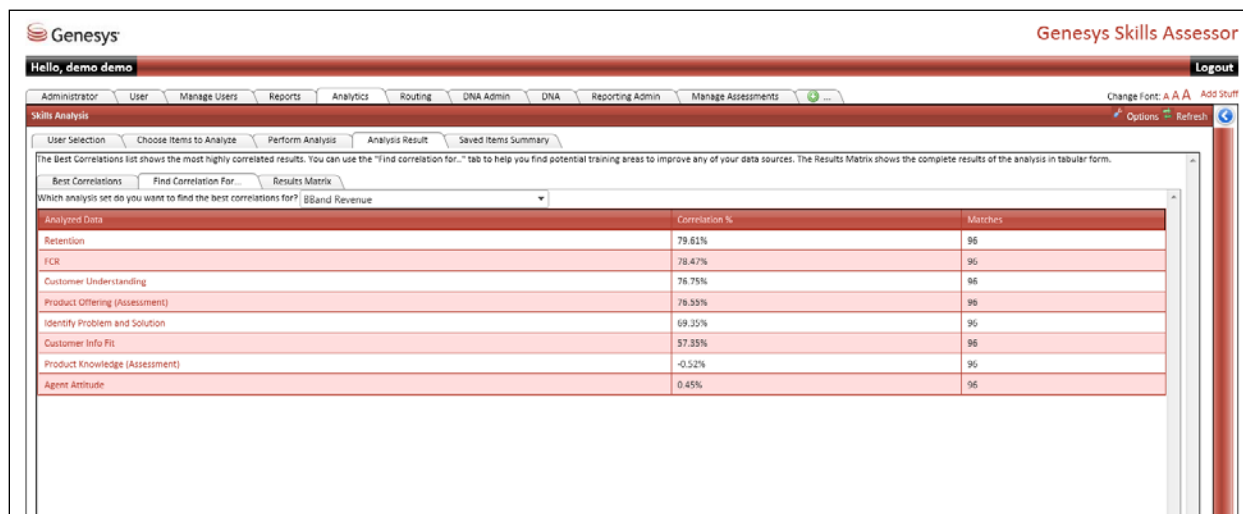
Correlation %	Data Set 1	Data Set 2	Matches
90.06	Customer Understanding	Retention	96
89.00	Customer Understanding	FCR	96
87.25	Customer Understanding	Product Offering (Assessment)	96
87.18	Product Offering (Assessment)	Retention	96
86.87	FCR	Retention	96
86.50	FCR	Product Offering (Assessment)	96
79.61	BBand Revenue	Retention	96
78.47	BBand Revenue	FCR	96
76.75	BBand Revenue	Customer Understanding	96
76.55	BBand Revenue	Product Offering (Assessment)	96
73.80	Identify Problem and Solution	Retention	96
73.19	FCR	Identify Problem and Solution	96
72.86	Identify Problem and Solution	Product Offering (Assessment)	96
71.76	Customer Understanding	Identify Problem and Solution	96
69.35	BBand Revenue	Identify Problem and Solution	96
65.57	Customer Info Fit	FCR	96
63.57	Customer Info Fit	Customer Understanding	96
62.86	Customer Info Fit	Retention	96
60.78	Customer Info Fit	Identify Problem and Solution	96
57.67	Customer Info Fit	Product Offering (Assessment)	96

The 'Find Correlation For...' allows a specific data set to be selected to view the correlation results. Use the drop down box to select a specific data set to view.

The screenshot shows the 'Find Correlation For...' dropdown menu in the Genesys Skills Assessor. The dropdown is open, displaying a list of analysis sets to select from:

- Agent Attitude
- BBand Revenue
- Customer Info Fit
- Customer Understanding
- FCR
- Identify Problem and Solution
- Product Knowledge (Assessment)
- Product Offering (Assessment)
- Retention

In this example Broadband Revenue has been selected with all correlation results visible.



Analyzed Data	Correlation %	Matches
Retention	79.61%	96
FCR	78.47%	96
Customer Understanding	76.75%	96
Product Offering (Assessment)	76.55%	96
Identify Problem and Solution	69.25%	96
Customer Info Fit	57.35%	96
Product Knowledge (Assessment)	-0.52%	96
Agent Attitude	0.45%	96

The third option is to view the 'Results Matrix' as a heat mat view with the highest correlation results being highlighted in green.

Genesys

Genesys Skills Assessor

Hello, demo demo

Logout

Administrator User Manage Users Reports Analytics Routing DNA Admin DNA Reporting Admin Manage Assessments

Change Font: A A Add Snr

Skills Analysis

Options Refresh

User Selection Choose Items to Analyze Perform Analysis Analysis Result Saved Items Summary

The Best Correlations list shows the most highly correlated results. You can use the "Find correlation for..." tab to help you find potential training areas to 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

	Agent Attitude	BBand Revenue	Customer Info Fit	Customer Understanding	FCR	Identify Problem and Solution	Product Knowledge (Assessment)	Product Offering (Assessment)	Retention
Agent Attitude		0.45%	2.14%	5.87%	12.27%	11.49%	4.64%	6.80%	10.61%
BBand Revenue	0.45%		57.35%	76.75%	78.47%	69.55%	0.52%	76.55%	79.61%
Customer Info Fit	2.14%	57.35%		63.57%	65.57%	60.78%	3.68%	57.67%	62.80%
Customer Understanding	5.87%	76.75%	63.57%		89.00%	71.76%	1.98%	87.25%	90.06%
FCR									
Identify Problem and Solution									
Product Knowledge (Assessment)									
Product Offering (Assessment)									
Retention									

To re-open a saved analysis session, or to export any results, click

[Manage Saved Sessions](#)

To select users for training based on the correlation results, click on the analysed data and a separate window is presented to select the number of users based on results.

Click on the analysed data to select users for training.

The slider will suggest the number of users to be selected for training. Use the slide bar to change the numbers. It will automatically exclude the top 10%.

Once the users have been selected click on 'Save' to save that training plan and give the new plan a new name if required. Click on 'Save'. The saved training plan will then be available to view or export the details out by selecting 'Manage Saved Sessions'. This will then reveal the user names that have been selected against the training plan.

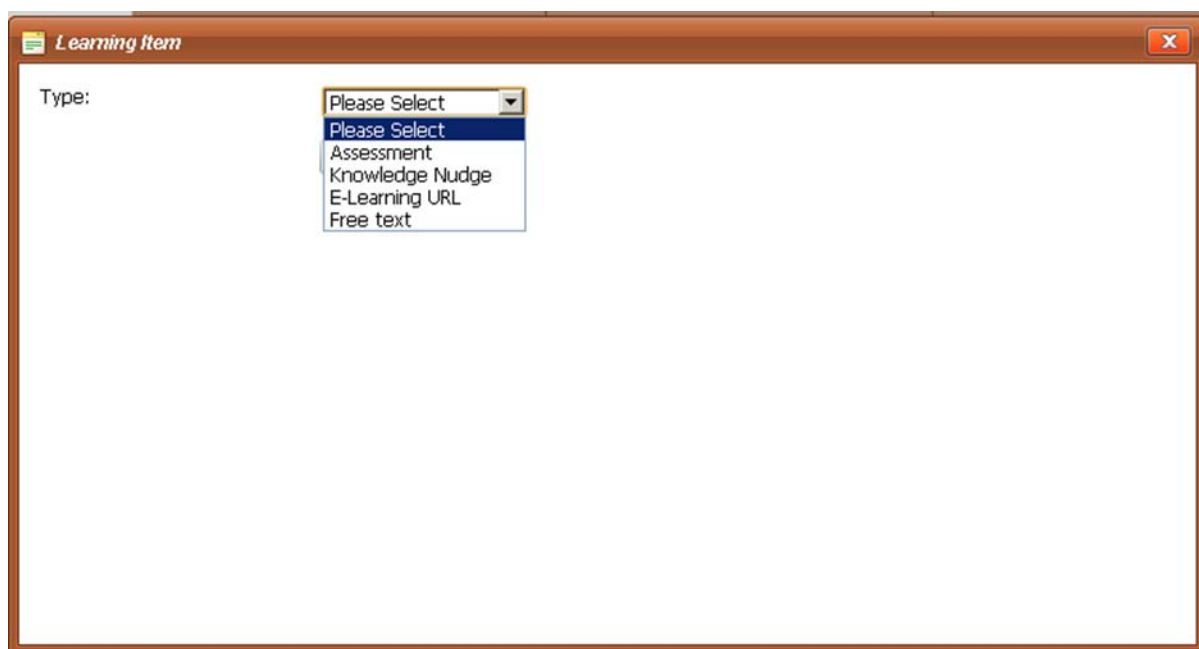
Managing Learning Items

The 'Manage Learning Items' widget allows users to create various types of learning items and associate them with DNA components. There are four types of learning item: Assessment, Knowledge nudge, E-Learning URL and Free text.

The left side of the 'Manage Learning Items' widget contains the various controls for designing, assigning and viewing users' development plans. The list of existing learning items is located in the widget's main table. It is also possible to filter the display of learning items by different users and search for learning items via the controls in the top section of the widget.

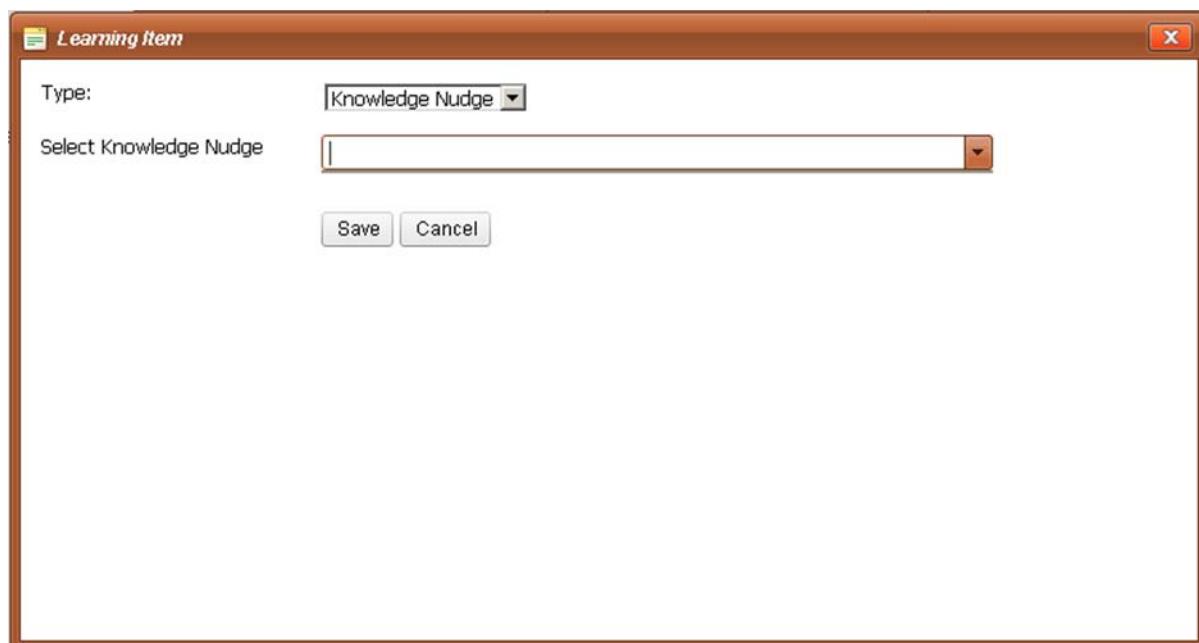


To create a new learning item, click the 'Create Learning Item' link. You will then be asked to select the type of learning item that you wish to create.



To set an assessment or knowledge nudge as a learning item you must first create the assessment or knowledge nudge via the 'Manage Assessments' or 'Manage Knowledge Nudges' widget first. It will

then be possible to create a new learning item and associate it with this assessment or knowledge nudge.



The screenshot shows a dialog box titled "Learning Item" with a close button (X) in the top right corner. Inside the dialog, there is a "Type:" label followed by a dropdown menu currently showing "Knowledge Nudge". Below this is a label "Select Knowledge Nudge" followed by a long, empty text input field with a small downward arrow on the right side. At the bottom of the dialog are two buttons: "Save" and "Cancel".

The creation of an E-Learning URL knowledge nudge involves the setting of a title and E-Learning URL for the learning item. The E-Learning URL must use correct formatting, e.g. start with either 'http://' or 'https://'.



The screenshot shows the same "Learning Item" dialog box, but the "Type:" dropdown menu now shows "E-Learning URL". Below this, there are two labels: "Title" and "E-Learning URL", each followed by a text input field. At the bottom of the dialog are two buttons: "Save" and "Cancel".

To create a 'Free text' learning item, enter a Title and some associated text in the 'Free text' field.

Learning Item

Type: Free text

Title

Free text

Save Cancel

Once you've created a learning item, you can associate it with DNA components by selecting it from the widget's main table and clicking the 'Links to DNA components' link. A new window will appear allowing you to select the type of DNA component you wish the learning item to be associated with (either assessment or KPI) via the tabs. Select the appropriate tab, identify the component you wish to use and click its 'Assign' link.

Links to DNA Components

Assessments KPIs

Date From 23/01/2012 Date To 24/01/2013

Description	Date created	
Feedback	12/12/2012	Assign
Quality	12/12/2012	Assign
Revenue	12/12/2012	Assign
Transactions	12/12/2012	Assign
Transfers	12/12/2012	Assign

Once the learning item has been associated with a DNA component it will appear in the relevant users' 'My Development' widget. Taking the assessments or learning from the content of other learning item types will allow them to improve their DNA scores.

