

Genesys Skills Assessor 8.1.127

Manager Guide

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# **Table of Contents**

#### Preface

	About Genesys Skills Assessor	5
	Intended Audience	6
	Making Comments on This Document	6
	Related Documentation Resources	6
	Document Conventions	6
Chapter 1	Manager Guide	
	Overview	7
	Logging In	7
	Taking an Assessment	8
	Types of Assessments	9
	Timed and Untimed Assessments	9
	Question Examples	11
	Feedback Assessments	17
	Viewing Results	20
	Viewing Feedback Results	23
	Managing and Viewing Crystal Reports	25
	Managing Report Settings	25
	Managing Reports	
	Viewing Reports	
	Certificates	
	DNA	27
	Changing Your Password	
	Logging Out	

/Table of Contents



# Preface

Welcome to the *Genesys Skills Assessor Manager User Guide*. This *Manager User Guide* has been designed to walk the user through the use and navigation of the Skills Assessor application.

This document is valid only for the 8.1.127 releases of this product.

**Note:** For versions of this document created for other releases of this product, visit the <u>Genesys documentation website</u>

## **About Genesys Skills Assessor**

Genesys Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact center. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems for example, CRM sales data and Learning Management System courses.

Centralizing agent skills information allows contact centers to build a "DNA profile" of skills for each agent to identify:

- What are the "must have" and "nice to have" skills for each job type?
- Who really knows what across the contact center?
- Who has what skills and skill levels?
- Who requires what type of training, and when?

Skillsroute enables companies to create and manage multiple agents, skills, and skill levels 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 manager who use the Skills Assessor system.

## **Making Comments on This Document**

If you especially like or dislike anything about this document, feel free to e-mail your comments to <u>Techpubs.webadmin@genesys.com</u>.

#### **Related Documentation Resources**

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

• The Release Notes, Product Advisories, and all technical documentation for this product, which are available on the Genesys Documentation website at <a href="http://docs.genesys.com">http://docs.genesys.com</a>.

## **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:

81skillsassessor\_user\_08-2013\_v8.1.101.00

You will need this number when you are talking with Genesys Technical Support about this product.



#### Chapter

# 1 Manager Guide

#### **Overview**

This *Manager User Guide* has been designed to walk the user through the use and navigation of the Skills Assessor application.

## Logging In

Skills Assessor is accessed either from the Internet or over the company intranet. After you select the application, a screen similar to the one shown in Figure 1 may be displayed. (The application can be customized so that your company logo is displayed in the left corner of the screen and a color that better suits your company is used.)

The application may be accessible directly from the company intranet, and therefore it may not require users to enter their login details. This will, however, depend on the company's security requirements.

🕕 The	se details are case-sen	isitive
E	Enter Your Details	
S	elect Tenant	Blue 💌
L	ogin ID	
P	assword	
		Continue
	uble logging in?	

Figure 1: Welcome Screen

After entering your unique user name and password, click Continue. The My Development screen will be displayed, containing any assessments that have been assigned.

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

## **Taking an Assessment**

Any assessments that have been assigned will be visible under My Development page as shown below.

Under Group Name will be a list of assessments that have been assigned to the group, and the group name may refer to a job role or a specific assessment. If the assessments are not visible, click the Group Name bar.

Any assessments that have to be completed by a certain date will have a date in the Date By column.

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



## **Types of Assessments**

There are three types of assessments:

- Timed This type of assessment has to be completed in one session, and a clock in the top-right corner of the window will indicate the time available to complete the assessment.
- Not Timed This type of assessment can be accessed more than once, allowing completion at any time before the completion date.
- Feedback For this type of assessment, individuals rate themselves against specific criteria. Feedback assessments can be set to different deployment modes which control who the assessment is assigned to, e.g. 'self only' or 'self and manager'. If an assessment is set to the 'self and manager' deployment mode, both users will be required to complete a combined feedback assessment together and for this assessment to be signed (via user password) before it is recorded in the system. If a 'self and manager' assessment has been set to only require user feedback before a combined test, the manager will have the option of initiating a combined feedback test without having previously completed their individual feedback assessment.

#### **Timed and Untimed Assessments**

To start taking an assessment, click the name, as shown in below. If the assessment is timed, the time allowed will be displayed in the top-left corner of the window.

Assessments (by Group) Assessments (by Date) Feedback On Other Users (5)			
Group Name	Date By	% Complete	%Average
New User Group		0.00	0.00
Handsets - Iphone 4 - June 2011	15 Sep 2012	0.00	
Financial Core Skills	26 Aug 2012	0.00	
Sales Induction Knowledge Check	23 Sep 2012	0.00	
Telecoms - Skills DNA Assessment	12 Aug 2012	0.00	
August Agent Feedback	23 Sep 2012	0.00	
Individually assigned assessments		N/A	0.00



This will display a screen similar to the one shown in the following image.

At the bottom of the screen is an option to check that any audio can be heard. Click the Play button to check this.

When you are ready to take the assessment, click Start. To close the assessment and take it later, click Close.

Hello, demo demo
Assessment: Inline 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
ф <b>В</b>
Start Close

Figure 4: Starting an Assessment

## **Question Examples**

There are several ways that a question can be presented, but the format will stay the same. The Navigator and question number will be displayed on the left side, and the actual question content will be in the main pane on the right side, as shown below. If the question is timed, the time allowed will be displayed in the top-left corner of the window.

Follow the instructions for each of the questions, and after selecting an answer, click Next to move to the next question.

localhost/ProductUpdate/Test/?AssessmentID=14 - Google Chrome	- 🗆 <mark>- X</mark> -
Image: Docalhost/ProductUpdate/Test/?AssessmentID=14	
<ul> <li>Time remaining: 6:55</li> <li>Page 1/9</li> <li>Page 1/9</li> </ul>	
How many cameras does the iphone 4 have?	
© 1	
© 2	
© 3	
© Do Not Know	

**Figure 5: The Navigator** 

After each question has been completed, the Navigator will be updated to indicate which questions have been completed, as shown below (yellow indicates the current question, grey indicates unanswered questions, green indicates answered questions).

In the example shown below, the question has an image attached. Click the image in the top right corner of the screen to view the image in full-screen mode.

localhost/ProductUpdate/Test/?AssessmentID=14 - Google Chrome	
localhost/ProductUpdate/Test/?AssessmentID=14	
<ul> <li>Time remaining: 14:49</li> <li>Page 4/10</li> <li>Page 4/10</li> </ul>	
How many icons are on the iPhone home screen	
<b>9</b>	
5	
🗖 Do Not Know	
←	$\checkmark$

Figure 6: Question with an Attached Image



Figure 7: Question with an Attached Image

In the example shown below there is a media file attached. To listen to it, click the Play button.



Figure 8: Question with Media Attached

This will open a window, as shown below. Click the Play button to listen to the attachment.



**Figure 9: Playing the Attachment** 

Once you have finished listening to the attachment click the 'X' in the top right corner of the window to return to the assessment. Select the appropriate answer, and then click 'Next' to move on to the next question.

In the example shown below, the question is linked to a website. Clicking the link will open the website.

Coalhost/ProductUpdate/Test/7AssessmentID=14 - Google Chrome	X-
localhost ProductUpdate/Test/?AssessmentD=14	
S Time remaining: 14:49 Page 4/9 ● ● ● ● ● ● ● ● ● ● ●	
For this question, you may click here to visit SLS Website	
How much is an iphone 4, Black, 16GB on Pay As You Go. The attached video clip may assist you.	$\bigcirc$
© £504.99	
© £399.99 © £408.07	
Don't Know	
	~
	-

Figure 10: Question with an Attached Website Link

When the assessment has been completed, click Finish to close the assessment.



Figure 11: Assessment Completed

Feedback questions similar to the one shown below may also be used. When this type of question is presented, select the relevant rating by clicking the appropriate radio button and adding a comment.

ocalhost/ProductUpdate/Test/? localhost/ProductUpdate/Test/	AssessmentD=14 - Google Chrome
-	ining: 14:42
🕥 Time rema	ming: 14:4z
Page 10/10	•••••••
-	
The training roo	m was at a comfortable temperature?
© Strongly D	licagree
© Disagree	and an
200 Barrier (* 1997)	gree or Disagree
© Agree	
© Strongly A	Ngree
Comments	
comments	
	* You will only be able to enter comments once you have selected an answer
The trainer was	knowledgable?
Strongly D	Visagree
© Disagree	
O Neither Ag	gree or Disagree
Agree	
Strongly A	ugree .

Figure 12: Example of a feedback assessment question

After the assessment has been completed, the My Development screen will be updated to show that the assessment has been 100% completed, and the assessment results will appear on the right side under %Average, as shown below.

Assessments (by Group) Assessments (by Date) Feedback On Other Users (5)			
Group Name	Date By	% Complete	%Average
New User Group		20.00	61.13
Handsets - iphone 4 - June 2011	15 Sep 2012	100.00	61.13
Financial Core Skills	26 Aug 2012	0.00	
Sales Induction Knowledge Check	23 Sep 2012	0.00	
Telecoms - Skills DNA Assessment	12 Aug 2012	0.00	
August Agent Feedback	23 Sep 2012	0.00	
Individually assigned assessments		N/A	0.00



#### **Feedback Assessments**

If a feedback assessment has been assigned to you to complete for one of your team members, this will appear in the Feedback on Other Users tab.

Assessments (by Group) Assessments (by Date) Feedback On Other Users (5)			
Group Name	Date By	% Complete	%Average
New User Group		0.00	0.00
Handsets - iphone 4 - June 2011	15 Sep 2012	0.00	
Financial Core Skills	26 Aug 2012	0.00	
Sales Induction Knowledge Check	23 Sep 2012	0.00	
Telecoms - Skills DNA Assessment	12 Aug 2012	0.00	
August Agent Feedback	23 Sep 2012	0.00	
Individually assigned assessments		N/A	0.00

#### Figure 14: Feedback on other users

Selecting the tab will reveal the users that you are required to complete feedback for.

Assessments (by Group) Assessments (by Date) Feedback On Other Users (5)			
Assessment name	Feeding back on	Date By	% Complete
August Agent Feedback	Ann Larson	23/09/2012 00:00	0.00
August Agent Feedback	Eduardo Garcia	23/09/2012 00:00	0.00
August Agent Feedback	Henry Dunn	23/09/2012 00:00	0.00
August Agent Feedback	John Cunningham	23/09/2012 00:00	0.00
August Agent Feedback	Lisa Barnes	23/09/2012 00:00	0.00

Figure 15: List of users to complete feedback on

Click on the individuals name to select the assessment to complete.



Figure 16: Starting a feedback assessment on another user

Work through the assessment selecting the relevant answer.

Page 1/2 ● ●
Patient when necessary
© 0
© 1
◎ 2
◎ 3
© 4
© 5
Comment manager comments
* You will only be able to enter comments once you have selected an answer
Self confident
© 0
◎ 1

Figure 17: Completing the Feedback assessment

You can also have the option of completing combined feedback assessments. These assessments allow you to see the employee's results, your own feedback results and then enter the agreed combined results. Figure 21 shows an example of this.

Page 1/2 • •
Patient when necessary
© 0
© 1
© 2
© 3
© 4
◎ 5
Previous Answers
agent two (a3) : 1
Comments :
demo demo (demo) : 1
Comments :
Comments
* You will only be able to enter comments once you have selected an answer

Figure 18: Combined Assessment

## **Viewing Results**

To view the results of any completed assessments, click the **User Results Reports** tab.

A screen similar to the one shown below will be displayed. To view a specific users results, expand the hierarchy at the left hand side and select the required user name. This will reveal any completed assessment for that user in the bottom left hand window.

A manager can drill down to view the results of any subordinates who have completed assessments, by expanding the hierarchy and selecting an individual.

Report filters:	Start Date 23-Jul-2012	Inte selected position only ○ Into the hierarchy 1 + level(s) down	Espo
2) Agent (Lor Osborn)			
		The report needs to be rebuilt to reflect your selections	
Select All	x	[Rebuild report]	

Figure 19: Results of Completed Assessment

Assessment results can also be viewed at team level by first highlighting the user and then drilling down into the hierarchy as per the example below.

In the bottom left hand window any assessments that have been completed will be displayed together with the number of users that have completed it in brackets.



Figure 20: User Results Report Screen

After selecting the required assessment click on Rebuild report, the information will then be displayed.

In the example below, the results are displayed as an average. To view the results for an individual you must select the individual by name.



Figure 21: Detailed Results

To view the individual question results, expand into the questions by clicking on the module. If the option to view the question details is available right-click the question and select View Detail.

If the option to view the question details is not available, you will receive a Viewing answers for this assessment is disabled message when you right-click the question.

As this example is for an average team results, viewing the individual questions will reveal each individual user together with their selected answer for that question.

	Date 29-Jui-2012	1	_	The selected	position only	_
End D	3	anderts - Johone 4 - June 2011 - Hardware - Operating Austern - Johone 4 - Contracts - How much does the Johone	41000%		the module name to nd down to the question	laset
		٩	Numeric Answer How much does the lohone 4 16Gb black handset cost on a 2 month, 21 50/month contract?	4	Result	
2 Select Alt		and the second se	399			
E Handvets - Iphone 4 - June 2011 (2)			1 [Did not match any valid answer]	3	Witney 100.00%	
		Ann Larson	1 (Did not match any valid answer)	۲	<u><u></u><u></u></u>	



# **Viewing Feedback Results**

If you have been completing feedback assessments, you may have access to the Reports pages. These include:

- User Results Report View your assessment results.
- Feedback Results Report View your selected feedback ratings.

Report Filters	Start Del 25-04-0012 🛐 End Dela 22-40p.2012 🛐	Export
(2) Agents	-	
W Lori Osborn	The report needs to be rebuilt to reflect your selections (Rabuild report)	
¥ k		

Figure 23: Report Generator

The report view will be similar to the assessment report view.

Click your position in the left pane (making sure that the date range that you want to view your feedback ratings for is correct).

When you click your position, your name will appear in the center-left pane, and the names of any completed assessments will appear in the bottom-left pane, as shown in Figure 27.

Click Rebuild report to view the information.



Figure 24: Generating a Report

The information will be presented as a line graph showing how you rated yourself against the specific criteria, as shown below.



Figure 25: Line Graph Showing Feedback Results

If you have completed a feedback assessment for a team member, this information will be shown in the same line graph as per the example below (this will depend if the user has also completed their feedback assessment).

Expand the hierarchy to select the required user.



Figure 26: Viewing feedback results for another user

# **Managing and Viewing Crystal Reports**

Skills Assessor supports the importing and viewing of custom-designed Crystal Reports. The features associated with Crystal Reports are located in the Manage Reports, Manage Reports and View Reports pages.

#### **Managing Report Settings**

The Manage Report Settings page allows users to create, edit, delete and re-arrange report categories. Reports can then be associated with specific categories. To create a new category, first select the parent category (i.e. the one that you want the new category to be under in the hierarchy), then click the green '+' icon. Clicking on the new category twice will allow you to rename it. It is also possible to move categories to different locations by dragging them into other categories. To delete a category, select it from the hierarchy and click the red 'X' icon. If the delete icon is disabled (if it is grey instead of red) then the selected category cannot be deleted. A category can be deleted only if it does not contain any other categories or reports.

#### **Managing Reports**

The manage reports page allows the user to view, add, edit, delete and archive reports. The main controls in this page are displayed in a screenshot below.



Figure 27: Manage Reports page

To upload a report, click the 'Add New Report' link. A pop-up form will appear. Set the report's name and category. The 'Admin Report' checkbox allows administrators to limit who has access, which allows them to run the report against all users in the system. Reports that are not set as admin reports will only provide information about the logged in user's subordinates. Click the 'select' button to choose a Crystal Report .rpt file to upload.

Once the upload has completed the two additional settings will need to be defined. The connection type checkboxes should be used to set which users you want the report to run against. It is possible for a report to run against Skills Assessor and/or Training Manager users. The second option should be used to map the report database to the name of the database used for your system. After entering these settings click the 'Add' button to complete the report upload.

To edit report settings, select a report from the table in the Manage reports page and click it's associated 'Edit link'. A popup window will appear allowing you to change the details of the report, including name, category, the Crystal Reports .rpt file and database connection details. Once you have finished editing the report click the 'Update' button to apply the changes.

To archive a report, click it's associated 'Archive' link from the table in the Manage Reports page. An archived report can be unarchived in a similar manner. Reports that are archived will not be listed in the 'View Reports' page.

All uploaded reports can also be downloaded via the 'download' link from the Manage Reports page.

#### **Viewing Reports**

Reports can be generated from the 'View Reports' page. The page will initially display the category hierarchy, including the reports that have been allocated to each category. Browse the category hierarchy and select the report that you want to view. A Crystal Reports popup window will appear. Depending on how the report was developed, this window will either show the report immediately, or request additional information before displaying the report.

## Certificates

If any assessments have certificates associated with them, these can be selected in the separate Widget, as shown below. The certificates can then be viewed or printed as required.

Select an assessment that you have a certificate for, then clic	k the certificate to view/print it.
Assessments:	Certificates:
Example Iphone Assessment	Insurance Complaince Certificate - 05/08/2011 11:43:25
	Insurance Complaince Certificate - 05/08/2011 11:56:00

Figure 28: An Assessment with Certificates

### DNA

DNA is where key business data, for example, quality monitoring, sales and revenue, customer satisfaction etc., has been used in creating a job role profile and the data is weighted in order of importance to the business.

This allows visibility of where there is a potential training requirement or where performance has exceeded expectation.

There may also be the opportunity for self-learning by assigning learning items to enhance performance based on the results achieved. As a manager you will have visibility of these performance results for your team and be able to assign learning items if required to individual team members.

If DNA has been configured then there will be a DNA menu option to select. Click on **DNA** to access **View Filtered DNA**.

The number of team members will be visible in the top right hand corner together with the number of team members who fall into each category i.e. Red – needing some urgent attention, Amber – needing some attention and Green – achieving.



Figure 29: View Filtered DNA

Expand the hierarchy at the left hand side to your team results.

earch Navigation	View Filtered DNA		
User	DNA -> View Filtered DNA		
Reporting	Calculate By:		Total No of employees green: 3 Total No of employees amber 10
DNA	Current V		Total No of employees red: 0
View Filtered DNA			Total No of employees: 11
	Vor Konnensen     Vor Kon	North West	

Figure 30: View Filtered DNA Hierarchy

Click on an individual team member to view their performance. The Alerts can be expanded in the right hand window to give a high level of which key performance data needs attention.

arch Novigotian*	View Filtered DNA
User	DNA -> Yose FReed DNA
Reporting	Coloute by: Text No of employees green: 3 Text No of employees enter 10 Text No of employees enter 10
DNA	Current V Tatal No of employees red. 0
View Filtered DNA	Total No of employees: 13
	Wy Congeny We Charlest Watchedate Tester & Radee For the Radee
	Shown Turner Matthew Watts Kulong Pereval Set Team1

Figure 31: Viewing alerts

Click on **Show DNA** to give a high level view as per the example below.

ranch Navigation. 💽 🕻	View Filtered DNA	
User	DNA -> View Titlered DNA	
My Development My Certificates	My Company     Alerts     Alerts	^
Reporting	North West     User: Matthew Watts     Alerts     Alerts     Browner: Job role	
DNA	Tran 1 Feld Value	
View Filtered DNA	Telesalet Advisor	
	Andrew Western Compared Hide DNA (Show DNA Mag) Asign Learning Herrit	
	Contense First Contense First	v

Figure 32: Viewing DNA Data

By clicking on **Show DNA Map** this will give a full break down of what key business data makes up the job role, with Red requiring immediate attention, Amber needing some attention and Green exceeding requirement.

To increase the size of the viewing window the side menu bar can be closed and the window can be maximized.



Figure 33: Viewing DNA Map

You will now be able to see exactly which areas need attention.

Close the window using the x in the top right hand corner.

To view any associated learning items that might be available for you to assign to an individual to support their development click on **Assign Learning Items**.



Figure 34: Assigning Learning Items

Recommended learning items will be presented as per the example below. Tick the box at the left hand side to select and assign them to the team member. In the example below Objection Handling has been selected.

Calculate By:																	Total Na of employees green 1. Total Na of employees ember 30
Current V Ballio			A Skills	Access	or - [Assign Learning Item	41							-				Total No of employees red. 0
			User : 3												-	_	Tatal Na of employees 1
i- My Company			1000	ALC: NO	1997											. °	
is North West		User: Job role		Select	Learning Item Name	Type	Unked DNA Components	Achieved	Current range	Auto Priority	Manual Priority	Date From		Date To			
G Manchester		Job role		Recor	nmended												
Telesale	n Advisor	Field Login ID			How to Deal With an Angry Customer	E-Learning URL	Agent Attitude	5	0-6		55		128	6	-		
die Gree		First Name			Understand My Customer	E-Learning URL	Customer Info & Fit.		0.5	- 20	1		10		-		
	Matthew Russell	Last Name 3x0 Name			Objectionshandling	Knowledge Nudge	identify Problem & Solution	7	0 • 100				10		1		
	French Bagla	Compare 5			Questioning Techniques for Selling	E-Learning URL	Sales Conversion	6	0-6				1		-		
1	Darten Murphy	Assign Lear			Increase Sales	Free text	Sales Conversion	6	0-6	~		-	100	1	100	1	
	Rajvir Retonan Matthew Rud				How to Retain Customers	É-Learning URL	Customer Sat Score	6	0-6				11	-	-		
	Steven Turner Matthew Watts				Improving My Customer Technique	E-Learning URL	Customer Sat Score	6	0-6	- 20	~	-	-		-		
	Kultaj Purestal				Real Time Adherence Targets	E-Learning URL	Call Transfers	6	0-6			-	1	<u> </u>			
Team1				11	Call Ownership	E-Learning URL	Call Transfers	6	0-6	- 22	12	-	100	12	100	~	

Figure 35: Assigning Learning Items

Scroll down to the bottom to select Assign and View Users Report.

A → View Filtered DNA															
Calculate By															Total No of employees green: 3 Total No of employees amber 10 Total No of employees red: 0
			Skills	Assessor - [Assign Learning Ite	[ame]										Total No of employees: 13
				Understand My Customer	E-Learning URL	Customer Info & Fit		0-6	-	8			10	^	
My Company North West	User			Objectionshandling	Knowledge Nudge	Identify Problem & Solution	7	0-100	¥3	(#)	[	<b>1</b>	22		
Manchester	t dot			Questioning Techniques     tor Setling	E-Learning URL	Sales Conversion	6.	0-6	10						
Telesales Advisor	Tiel			increase Sales	Free text	Sales Conversion	6	0-6	2			-	10	-	
at Breen	Logi First	in 10 t Name		How to Retain Customers	E-Learning URL	Customer Sat Score	6	0-6	73			-	11		
Matthew R	neef int	Name		Improving My Customer Technique	E-Learning URL	Customer Sat Score	6	0-6	23	4		<b>III</b>	99		
French Bay	2022	pare S		Real Time Adherence     Targets	E-Learning URL	Call Transfers	6	0-6		- 2	[	1	10		
Dairen Mu	phy Ani	gu Levar		Call Ownership	E-Learning URL	Cell Transfers	6	0-6	5		1	100	-		
Rapie Rahe Matthew R			¥	Core										1	
- Steven Tun				Latest Features of IPhone	E-Learning URL	Product Knowledge		Selec	t to	vi	ew r	epor	t.		
Matthew W Kalog Pure				Identify My Issue and How to Resolve	E-Learning URL	Identify Problem & Solution						-r			
				n and View User's Report										~	

Figure 36: Assigning and Viewing User Report

A Development Plan will be created for the team member and available for selection as a tab in their My Development window.

iearch Navigation	My Development			
User	User $ ightarrow$ My Development			
My Development	Assessments (by Group) Assessments (by Date) My Development Plan			
My Certificates	Group Name	Date By	S Complete	SAverage
Reporting	Telecom		16.67	58,87
DNA	Handsets - ghone 4		100.00	58.87
DNA	Landine (SDNCO		0.00	
View Filtered DNA	Seles Induction Rnowledge Check		0.00	
	Telecoms - Skills DNA Assessment		0.00	
	Same Value Resigns1		0.00	
	Telecoms - Skills DNA Assessment		0.00	
	Franca		51.29	41.13
	Vatteniat			
	Individually Assigned Assessments			

Figure 37: My Development

By selecting the **My Development Plan** tab this will list all of the learning items assigned for them to take.

Search Navigation.	My Development
User	User $ ightarrow$ My Development
My Development My Certificates	Assessments (by Group) Assessments (by Date) My Development Plan
Reporting	01/11/2003 08-HC 52 ♥ Sever as PDF
ONA	Learning Item Name Learning Item Text Available From Available To
View Filtered DNA	Objectionshandling Presse launch this from My Development

Figure 38: Saving the Development Plan

Under the Learning Item Text they can click the link to launch the learning content.

## **Changing Your Password**

To change your account password select the Change Password link from the navigation menu. Enter your existing password and new password into the form, then click Save to confirm the change.

Old Password			
New Password			
Confirm New Password			
			Save
Ι	Figure 39: Changing your pase	sword	

# **Logging Out**

To logout ensure that you have no open assessments and click the click Logout link as shown below.

Лу Development			
ser $ ightarrow$ My Development			
Assessments (by Group) Assessments (by Date)			
	Date By	% Complete	%Average
Sroup Name	Date By	% Complete 0.00	%Average 0.00
Assessments (by Group) Assessments (by Date) Group Name Individually Assigned Assessments ECH Feedback	Date By		
Group Name Individually Assigned Assessments	Date By	0.00	

Figure 40: Logout