**Genesys**

**Genesys Skills Assessor**

**Release 8.1**

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# About This Software

This CD contains 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, Learning Management System courses, and so on.

Skill assessment results exported directly from Skills Assessor can be used to optimize multi-skilling and call routing, to ensure the customer is always presented to the most knowledgeable agent available.

SkillsDNA allows users of the system to combine assessments scores with additional business KPIs to produce DNA values for each agent. KPIs and assessment scores can be weighted as they are combined to provide a more realistic overall score, allowing customers to say which KPIs and assessments are more important than others. The DNA scores can then be used to drive assignment of training and future assessments and produce a more effective learning strategy. Additionally the DNA scores can be used to drive routing skills to further enhance skills based routing.

## New Features in 8.1.x

Some of the primary new features added in release **8.1.127** are:

- A new service is available to allow automated importing of KPI data into DNA. It can process .xls, or .csv files, and import them based on a KPI template defined in Optimizer.
- Internet Explorer 10 is now natively supported rather than requiring compatibility mode. Internet Explorer 6 is no longer supported.
- A new menu system replaces old tabbed interface.
- A new report has been added to DNA, showing changes in performance over time.
- It is now possible to provide a "ranking" value against a learning item associated to a DNA component, to allow users to identify which learning items might help them the most.
- A new external application has been created to try and determine which learning items (that are assessments) reflect improvements in performance, and to provide this information as a guide to users in a similar way to the manual ranking.
- Learning items associated to a DNA component can now be specified as

being best suited for users whose DNA component score falls into a specific range of values.

- A new external application has been created to automatically assign recommended learning items to users based on their KPI data as provided to DNA.

Additional enhancements include:

- Various localisation improvements have been made.
- Deleting a KPI import now also removes the underlying imported KPI data.
- For multiple choice / pick correct answer questions, it is now possible to select an answer by clicking on the text of the question.
- If a "Do not know" answer is available, it is always placed at the bottom of the list of possible answers.

- It is no longer possible to import CSV files or spreadsheets containing user hierarchy data if the file contains more than 10,000 rows of data. Organisations requiring user data imports larger than 10,000 rows will need to use an OrgData process for importing users.

Some of the primary new features added in release **8.1.125** are:

- Redesign of user interface to improve user experience and to better support use of Genesys Skills Assesor on tablets.
- A set of Learning Items (such as Assessments and Knowledge Nudges) can now be created which can be assigned to DNA components. This allows DNA components to be tied to actions which users need to perform in order to better their DNA score. These actions can be viewed on user's My Development screen.
- A new type of "Combined Feedback Assessment" can be created when Feedback Only Assessments that have been deployed to "Self" and "Manager" are completed by both parties.
- Knowledge Nudge Library widget for centrally creating, managing and searching for Knowledge Nudges. The Assessments Builder can now browse this library for the assignment of Knowledge Nudges.
- An email notification service has been added to notify managers who are required to complete a manager and self assessment.
- The Assessment Builder has been redesigned to address usability issues.
- A broader range of video and audio files can be uploaded and viewed during tests, such as MP4 format video. This enables compatibility with mobile devices including iOS devices such as the iPad, iPhone and iPod Touch.
- It is now possible to re-order questions within the Assessment builder.
- There is now an Assign Assessment link on the Manage Assessments widget that allows direct assignment (and un-assignment) of Assessments via the widget. An integrated search in a pop-up window can be performed for users by examining their User Fields, previous Assessment results, DNA scores and Role and Group assignments.

Some of the primary new features added in release **8.1.1** are:

- Genesys Skills Assessor now contains SkillsDNA functionality.
- Genesys Skills Assessor now supports multi-tenancy deployments.
- The Assessment Builder has been redesigned to address usability issues.

Some of the primary new features added in release **8.1.0** are:

- There is now the option of restricting who has what visibility of the correct answer detail for a user completed assessment. This can be restricted for the User, Manager, or both. The correct answers can quickly be made available to view by amending the configuration. This can be used to allow users to see the correct answer only after the assessment has been completed across the organization.

- There is now an option to include a URL link against a specific question.
- Where an assessment has a start date assigned to it, this will be visible against the relevant assessment in the users `My Development` tab.
- Administrators have the ability to reset multiple user tests.
- The option exists to configure an assessment to automatically reset itself (a maximum number of times), to allow the user to retake the assessment if they have failed to achieve the required pass rate.
- Every individual user has the ability to increase their application font size.
- Customized Certificates can be created against each assessment and presented within the application when a user achieves the required pass rate.
- CME Authentication (Genesys environment only) now allows log in using GIS.
- The version of Skills Assessor is now displayed on the application splash screen.
- There is now the option to configure an assessment and not allow users access to view their results once the assessment has been completed.
- There is a new Hierarchy Import Widget which allows an organization to import their hierarchy into Skillsassess. There is a format which must be used for the import to work correctly.
- The new Feedback Models Widget allows the creation of feedback models to include Direct Reports and Peers.
- Admin Report User Filter – Hierarchy.
- Duration Column within the User Result Detail Report.

# Directories on This CD

**documentation**
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

**GenesysSkillsAssessor**
Contains the installation and related files for the software.

# Documentation

Product documentation is provided on the [Genesys Documentation Website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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# Technical Support

## Contacting

Genesys provides technical support to customers worldwide with through Customer Care Centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.For complete information on how and when to contact Customer Care, read the *[Genesys Care Program Guide](#)*. Please tell the Customer Care representative that you are a *Genesys Skills Assessor 8.1* customer.

## Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *[Genesys Licensing](#)*

*Guide* on the Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

### Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys documentation website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

# Legal Notices

### Copyright

### Trademarks

### Third-Party Software

### Your Responsibility for Your System