



Genesys Training Manager 8.0

Web Portal Trainer 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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Chapter

1 Preface

Welcome to the *Genesys Training Manager Web Portal Trainer Guide*. This guide is designed to explain the application in user friendly terms and walk through how to navigate the system.

This document is valid only for the 8.0 releases of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 9](#).

About Genesys Training Manager

Genesys Training Manager enables companies to create, manage, and schedule multiple agent training activity, team meetings, and one-on-ones, automatically in Genesys WorkForce Management (WFM). The training scheduling process can include rooms and trainers or any combination of agent, room, and training.

For team meetings and one-on-ones, this automatically includes the manager. A browser-based Web portal is included as part of the application, allowing visibility of the scheduled training and meeting activity, together with any other details available. For example, it describes the reason for the training, the room, the identity of the trainer, and any pre-training work of the Manager, as well as whom has attended. This automatically updates Training Manager, and if there were any non-attendees these can be "mopped-up" automatically as part of the scheduling process.

Intended Audience

This document is primarily intended for system administrators or other individuals who install the Genesys Training Manager.

Making Comments on This Document

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

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Technical Support if you have suggestions about the product itself.

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

Contacting Genesys Technical Support

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

Region	Telephone	E-Mail
North America and Latin America	+888-369-5555 (toll-free) +506-674-6767	support@genesyslab.com
Europe, Middle East, and Africa	+44-(0)-1276-45-7002	support@genesyslab.co.uk
Asia Pacific	+61-7-3368-6868 (International)	support@genesyslab.com.au
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868 (International)	support@genesyslab.com.au
India	1-800-407-436379 (toll-free) +61-7-3368-6868 (International)	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp
Before contacting technical support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		

Related Documentation Resources

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

- The *Framework 8.0 Configuration Manager Help*, which will help when using Configuration Manager.

Genesys

Consult these additional resources as necessary:

- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library CD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

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

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

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthand for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

42gp_icg_aspect-wfm_08-2010_v4.2.001.01

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

Screen Captures Used in This Document

Screen captures from the Configuration Manager graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the GUI; the error would not be corrected in any accompanying text.

Type Styles

The Type Styles table describes and illustrates the type conventions that are used in this document.

Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none">Document titlesEmphasisDefinitions of (or first references to) unfamiliar termsMathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets below).	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>
Monospace font (Looks like teletype or typewriter text)	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none">The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages.The values of options.Logical arguments and command syntax.Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>

Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<pre>smcp_server -host <confighost></pre>
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Chapter

2 Web Portal Trainer

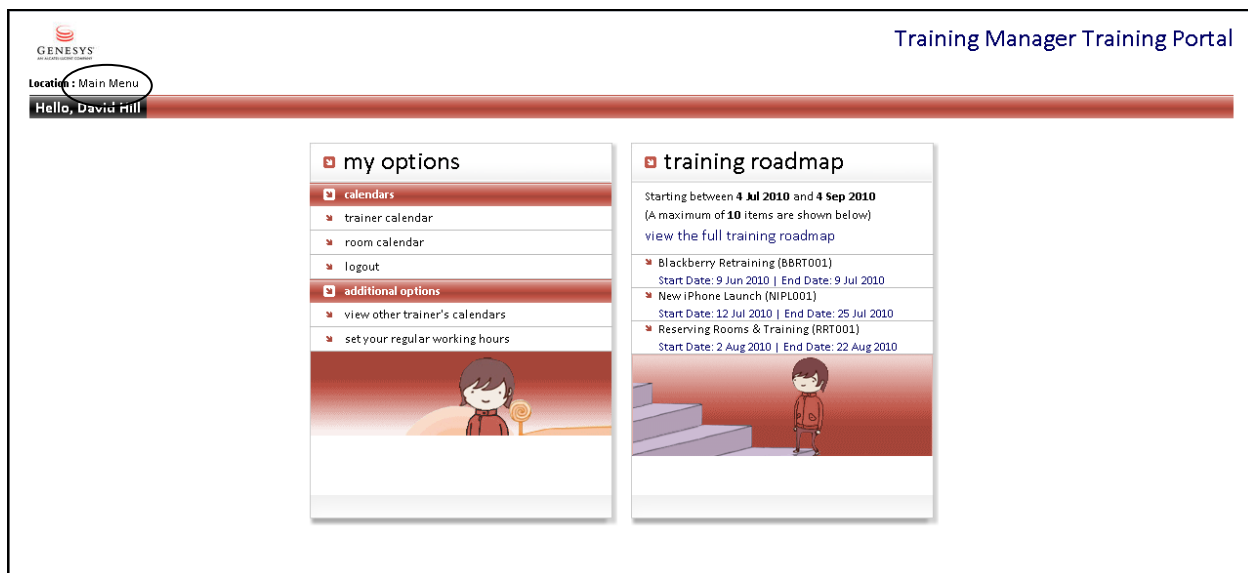
The Trainer

The Trainer has access to:

- Trainer Calendar
- Room Calendar
- Training roadmap
- Logout
- View other trainer's Calendar
- Set regular working hours

When the Trainer logs on to the system they are presented with a similar screen as per the example below.

To return to the Home Screen select Main Menu at any time.



The screen is separated into two parts, 'my options' in the left hand window and the 'training roadmap' detail in the right hand window. Obviously training details will only be visible in the portal if training sessions have been scheduled in Training Manager.

My Options

Trainer Calendar

By selecting 'Trainer Calendar' this displays any activity that the Trainer has been scheduled for within the date range. This may include team meetings and other meetings, and by default the Standard View is always presented, as per the example below.

Some information about the session is visible in the training session bar, such as date, time, training session and room, if applicable.

The screenshot displays the 'Trainer Calendar' interface in the Training Manager Training Portal. The header includes the Genesys logo and the title 'Training Manager Training Portal'. The navigation bar shows the location 'Main Menu > Trainer Calendar' and a user greeting 'Hello, David Hill'. The main content area is titled 'trainer calendar' and features a 'Date range' selector with 'Start Date' (21 July 2010) and 'End Date' (18 August 2010). A 'Standard View' button is highlighted. A search bar shows 'David Hill'. Below the search bar, a calendar view for 'Wednesday, 21 July 2010' displays a training session bar for 'New iPhone Launch (NIPLO01) - Event 1 in CSALES Warrington4' from 15:45 to 16:45. The session bar is color-coded green, indicating it is 'scheduled'. A key on the left explains the status indicators: 'scheduled' (green), 'completed' (grey), and 'Other' (yellow).

The status of the training activity is color coded in line with the status indicators.

By clicking on one of the training session bars this expands to reveal the scheduled attendees together with any additional details.

Once the training session has commenced the Trainer can update the attendance register by selecting 'Attendance Register'.

The screenshot shows the Genesys Training Manager web portal. On the left, there is a sidebar with navigation links: 'scheduled' (Training or meeting partially or fully scheduled), 'completed' (Training no longer requiring action), and 'Other' (Non-Training Activity). The main content area displays details for a training session on Wednesday, 21 July 2010, from 15:45 to 16:45. The session is titled 'New iPhone Launch (NIPLO01) - Event 1 in CSALES Warrington 4' and has 10 attendees. The trainer is David Hill. The session details include: Training Request: New iPhone Launch (NIPLO01), Room: CSALES Warrington 4, Training Plan: Training Plan 1, and Training Plan Event: Event 1. A table lists the attendees with their Employee ID, First Name, and Last Name. At the bottom, there is a link to 'Attendance Register' and a message stating 'No Attendance/Completion Recorded'.

Search Start Date: 21 July 2010 End Date: 16 August 2010 Sort By: Trainer Go

David Hill

Wednesday, 21 July 2010

15:45 - 16:45 New iPhone Launch (NIPLO01) - Event 1 in CSALES Warrington 4
Attendees: 10. Max. Room Seating: 11

Training Request: New iPhone Launch (NIPLO01) **Room:** CSALES Warrington 4
Training Plan: Training Plan 1 **Trainer:** David Hill
Training Plan Event: Event 1 **Attendees Listed Below:**

Details
Public Description

Employee ID	First Name	Last Name
U_8306_Simulator	Amy	Jay
U_8349_Simulator	Amy	Reicher
U_8242_Simulator	Elenison	Olson
U_6008_Simulator	Ian	Johnson
U_8332_Simulator	Linda	Sweeney
U_8244_Simulator	Lori	Osborn
U_8237_Simulator	Nancy	Nelson
U_8246_Simulator	Rachel	Padawer
U_8273_Simulator	Roberto	Richards
U_6007_Simulator	Shane	Carlson

Attendance Register
No Attendance/Completion Recorded

The attendance register presented will be similar to the example below and is updated with who has attended and completed training.

There are text boxes for any comments to be stored against the training session and this information will be visible in the report available from Training Manager.

Use either the 'All' or 'None' to record all of the delegates as attending or not or use the individual drop down boxes.

Training Manager Training Portal - [Attendance Register]

attendance register

Training Request : New iPhone Launch (NIPLO01) **Room :** CSALES Warrington 4

Training Plan : Training Plan 1 **Trainer :** David Hill

Training Plan Event : Event 1 **Date :** 21 Jul 2010 15:45 - 21 Jul 2010 16:45

Options: **Attended:** **Completed:**

First Name	Last Name	Employee ID	Attended	Completed	Comments
Amy	Jay	U_8306_Simulator	-	-	
Amy	Reicher	U_8349_Simulator	-	-	
Elenison	Olson	U_8242_Simulator	-	-	
Ian	Johnson	U_6008_Simulator	-	-	
Linda	Sweeney	U_8332_Simulator	-	-	
Lori	Osborn	U_8244_Simulator	-	-	
Nancy	Nelson	U_8237_Simulator	-	-	
Rachel	Padawer	U_8246_Simulator	-	-	
Roberto	Richards	U_8273_Simulator	-	-	
Shane	Carlson	U_6007_Simulator	-	-	

Update all of the delegates at once as attending or not or use the individual drop down boxes.

Select 'Save' once completed and this will return back to the main menu. This information automatically updates Training Manager to track attendance and training completion. Any agents who do not attend and complete the scheduled training can then be rescheduled to take the training again if required.

Main Menu can be selected at any time to return to the main home page.

Calendar Report View

There is the option to view scheduled activity as a calendar view as per the example below. Select the Planner View option and view the information by Day, Week or Month.

GENESYS
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Training Manager Training Portal

Location : Main Menu > Trainer Calendar

Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

Standard View Planner View

Click to refresh the calendar if you have changed the content to view Refresh

today 15 July 2010

David Hill

8am

9am New iPhone Launch (NIPLO01) - Event 1 in B&E Warrington 3 Training Session

10am

11am

12pm

Trainers are now able to enter their unavailable time directly through their web portal by right clicking in the planner window and selecting 'New entry'.

There is also the option to 'Go to today' and view the planner view in a 24 hour view.

GENESYS
AN AUTOMATIC TELEPHONE SYSTEM

Training Manager Training Portal

Location : Main Menu > Trainer Calendar

Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

Standard View Planner View

Click to refresh the calendar if you have changed the content to view Refresh

today September 2010

David Hill

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	01 Sep	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

New entry
Go to today
Show 24 hours...

After selecting 'New entry' the 'New Trainer Diary Entry' template is presented.

Location: Main Menu > Trainer Calendar
Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

New Trainer Calendar Entry

Subject: Holiday

Start time: 07/09/2010 End time: 07/09/2010 ☒ All day

Category:
Holiday
Management Meeting

Description: -

☐ Recurrence

Save Cancel

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	01 Sep	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

Enter the subject and in this example a holiday is being entered. If the entry is a single entry then complete the details in full, remembering that if 24 hours is selected, this will limit the time that the trainer is available on the following day to 11:00.

The color coding for the entry is available under 'key'.

Location: Main Menu > Trainer Calendar
Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

New Trainer Calendar Entry

Subject: Holiday

Start time: 07/09/2010 End time: 07/09/2010 ☒ All day

Category:
Holiday
Management Meeting

Description: -

☐ Recurrence

Save Cancel

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	01 Sep	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

If the entry is for multiple days then use the 'recurrence' option which will give each day its own individual entry in the 'Standard view'.

By selecting 'recurrence' additional options are then presented.

Location: Main Menu > Trainer Calendar
Hello, David Hill
trainer calendar
Required fields are all shaded in this colour
Key
Uncategorised
Holiday
Management Meeting
Meeting
Training Session

New Trainer Calendar Entry

Subject: Holiday
Start time: 07/09/2010 End time: 07/09/2010 ☒ All day
Category: Holiday
Description:
☒ Recurrence
Hourly
☒ Daily
Weekly
Monthly
Yearly
Every 1 day(s)
Every weekday
No end date
End after occurrences
End by: 09/09/2010
Save Cancel

In this example the holiday is being entered for 3 days and therefore the option 'End after' has been selected with an end date of 09/09/2010.

Location: Main Menu > Trainer Calendar
Hello, David Hill
trainer calendar
Required fields are all shaded in this colour
Key
Uncategorised
Holiday
Management Meeting
Meeting
Training Session

Edit Trainer Calendar Entry

Subject: Holiday
Start time: 07/09/2010 08:00 End time: 07/09/2010 17:00 ☐ All day
Category: Holiday
Description:
☒ Recurrence
Hourly
☒ Daily
Weekly
Monthly
Yearly
Every 1 day(s)
Every weekday
No end date
End after occurrences
End by: 09/09/2010
Save Cancel

The holiday will now appear in the planner view with the relevant color.

Click on 'Refresh' to update the web portal view to include any new entries.

GENESYS
Training Manager Training Portal

Location: Main Menu > Trainer Calendar

Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

Standard View Planner View

Click to refresh the calendar if you have changed the content to view Refresh

September 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	01 Sep	2	3	4	5
6	7 Holiday	8 Holiday	9 Holiday	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

To make any changes to events that have been previously entered directly in the web portal, right click on the event and the option to edit or delete the entry is presented.

Note: Scheduled training activity cannot be amended or cancelled in the web portal.

GENESYS
Training Manager Training Portal

Location: Main Menu > Trainer Calendar

Hello, David Hill

trainer calendar

Required fields are all shaded in this colour

Key

- Uncategorised
- Holiday
- Management Meeting
- Meeting
- Training Session

Standard View Planner View

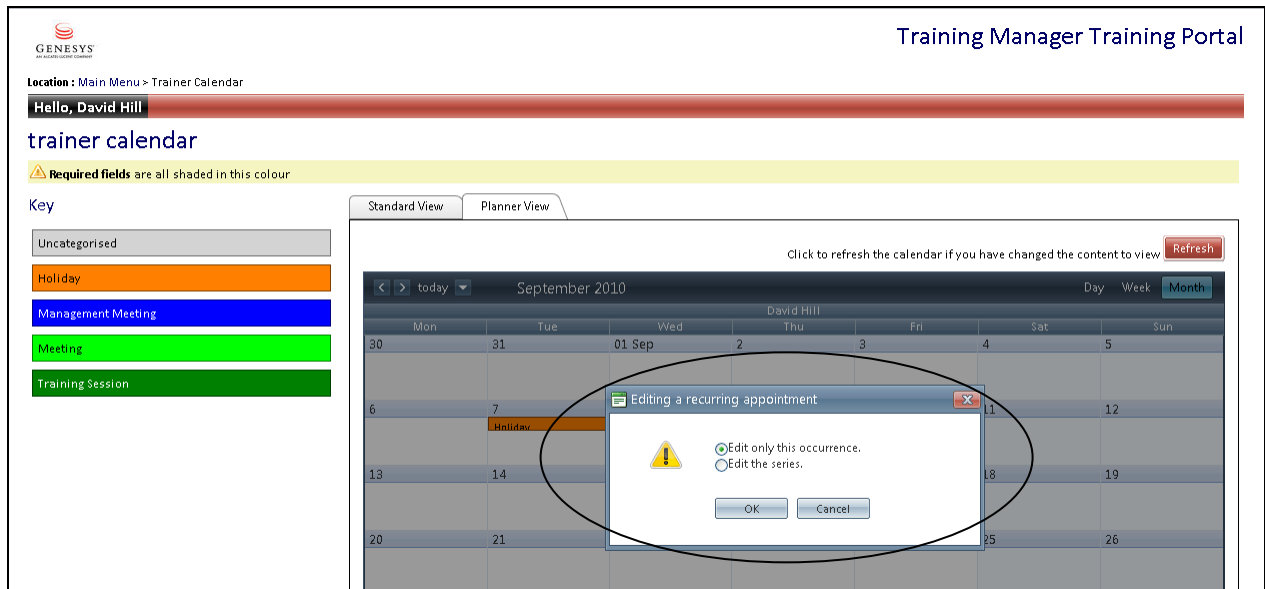
Click to refresh the calendar if you have changed the content to view Refresh

September 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	01 Sep	2	3	4	5
6	7 Holiday	8 Holiday	9 Holiday	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

Edit entry
Delete entry
Delete all future occurrences

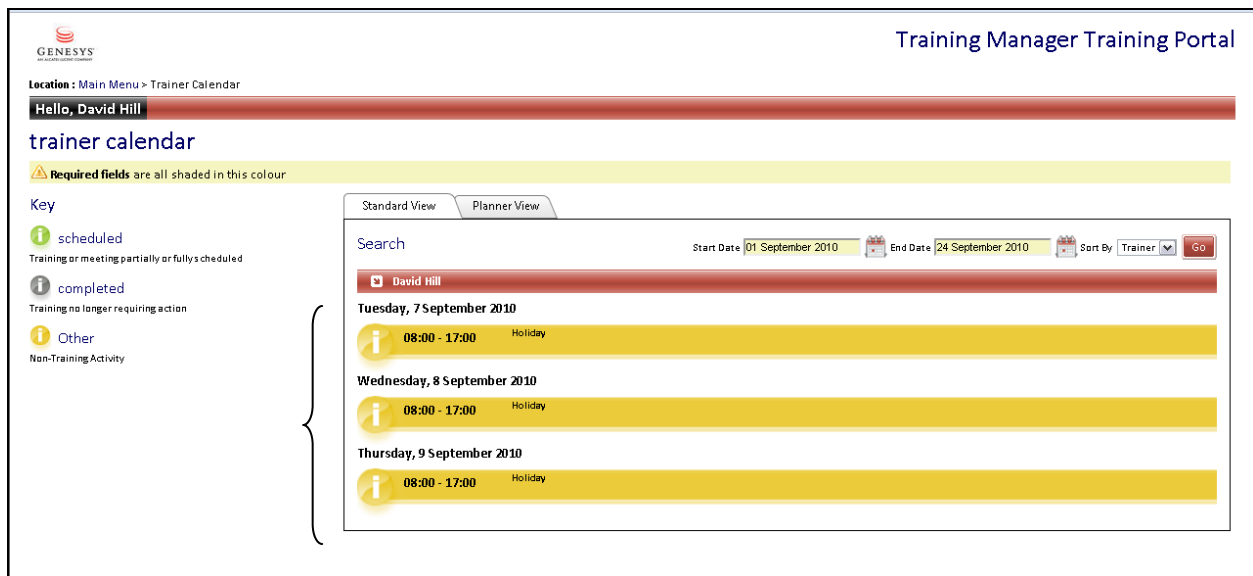
Select 'Edit entry' and the option to edit the occurrence or the series is then available.



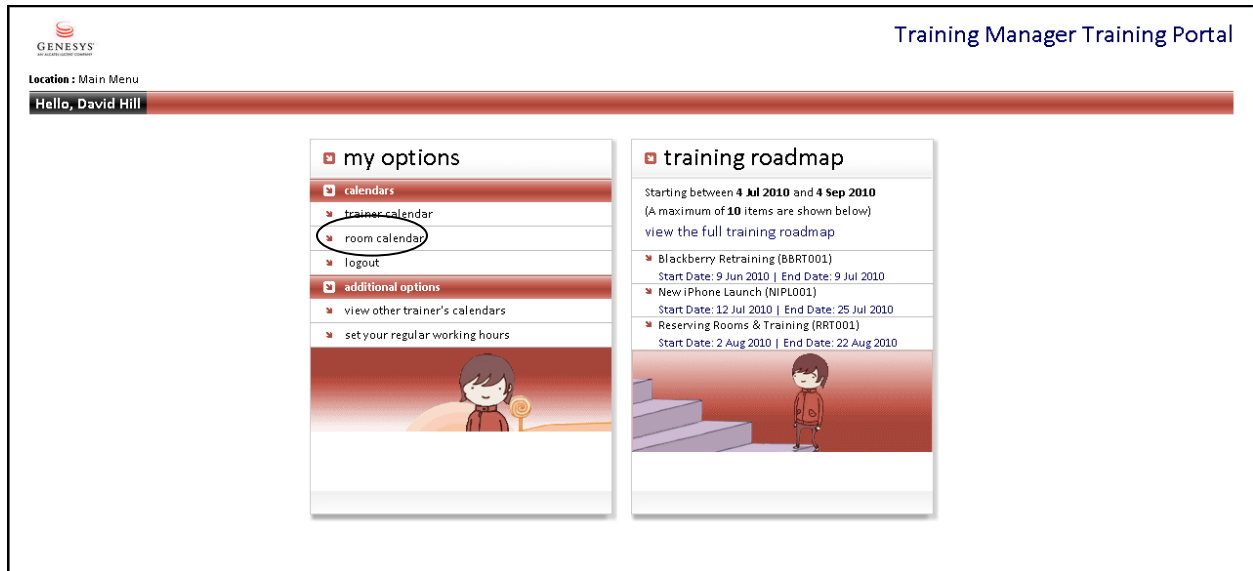
By selecting 'Edit only this occurrence', this will allow editing on the date selected.

By selecting 'Edit the series' this will present the original entry for amending with the recurrence option selected.

By using the recurrence option each individual date will appear as an individual entry in the 'Standard View', as per the example below.



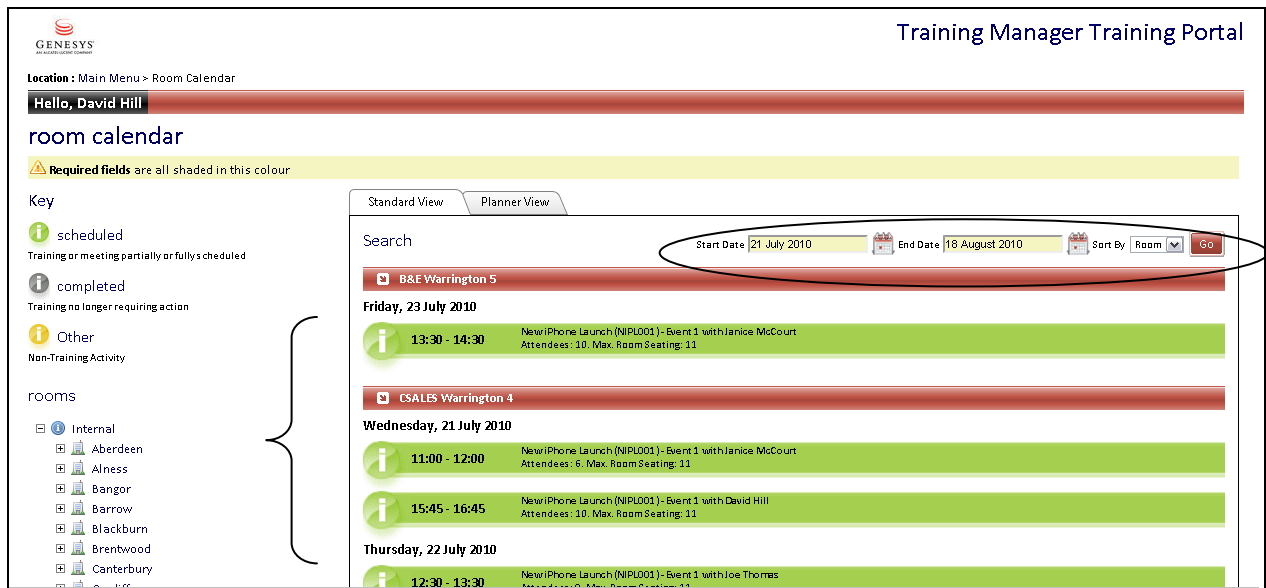
Room Calendar



To view the room activity select 'room diary' in the main menu window under 'my options'.

By clicking on the location name, this displays all of the training room activity for that location filtered by date, time range and room name.

In the example below Warrington has been selected and all of the activity by individual room, within the date range is then visible.



Select the training session to expand and view the training details. This will also include the scheduled attendees.

The screenshot displays the Training Manager Training Portal interface. At the top, the Genesys logo and 'Training Manager Training Portal' title are visible. The location is set to 'Main Menu > Room Calendar'. A greeting 'Hello, David Hill' is shown. The 'room calendar' section includes a key for 'scheduled' (green), 'completed' (grey), and 'Other' (yellow) activities. A list of rooms is provided, including Aberdeen, Alness, Bangor, Barrow, Blackburn, Brentwood, and Canterbury. The main calendar view shows a search bar with 'B&E Warrington 5' selected. The date range is from 21 July 2010 to 18 August 2010. A training session is highlighted for Friday, 23 July 2010, from 13:30 to 14:30, titled 'New iPhone Launch (NIPL001) - Event 1 with Janice McCourt'. The session details include: Training Request: New iPhone Launch (NIPL001), Room: B&E Warrington 5, Training Plan: Training Plan 1, Trainer: Janice McCourt, and Training Plan Event: Event 1. A table of attendees is listed below.

Key

- scheduled**
Training or meeting partially or fully scheduled
- completed**
Training no longer requiring action
- Other**
Non-Training Activity

rooms

- Internal
 - Aberdeen
 - Alness
 - Bangor
 - Barrow
 - Blackburn
 - Brentwood
 - Canterbury

Search Start Date: 21 July 2010 End Date: 18 August 2010 Sort By: Room Go

B&E Warrington 5

Friday, 23 July 2010

13:30 - 14:30 New iPhone Launch (NIPL001) - Event 1 with Janice McCourt
Attendees: 10. Max. Room Seating: 11

Training Request: New iPhone Launch (NIPL001) **Room:** B&E Warrington 5

Training Plan: Training Plan 1 **Trainer:** Janice McCourt

Training Plan Event: Event 1 **Attendees Listed Below:**

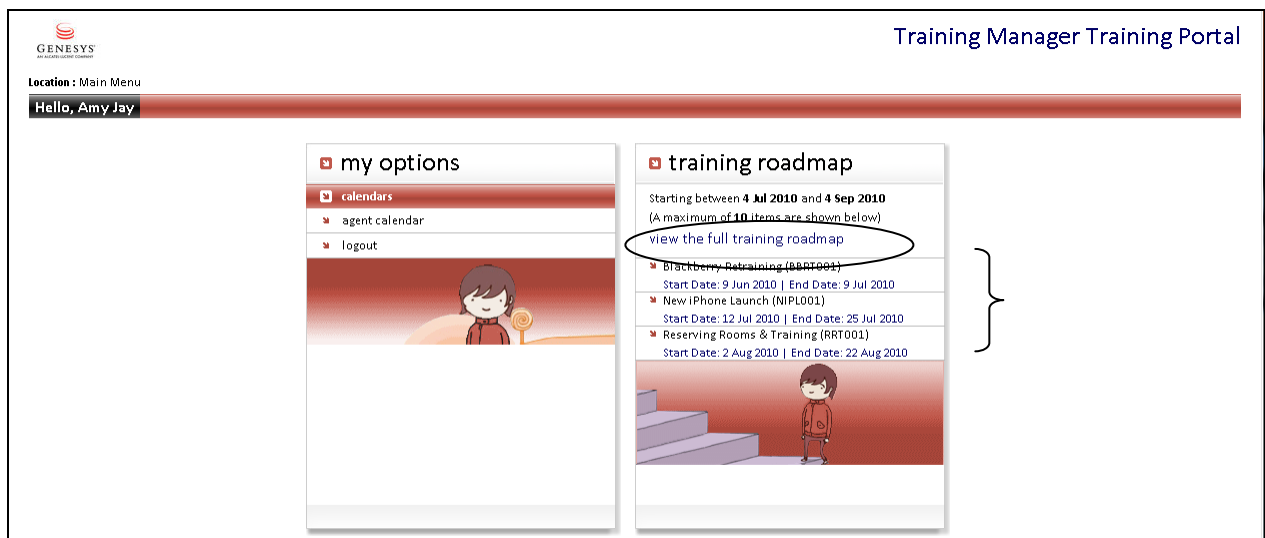
Details:
Public Description

Employee ID	First Name	Last Name
U_8250_Simulator	Abel	Penunuri
U_8241_Simulator	Diana	Olson
HDunn	Henry	Dunn

Training Roadmap

The training roadmap is displayed in the right hand window and the latest training activity is visible in the training roadmap window.

Select '**view the full training roadmap**' to view all of the training sessions currently scheduled in Training Manager.



The training is color coded based on the status indicators.

GENESYS
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Training Manager Training Portal

Location : Main Menu > Training Roadmap

Hello, David Hill

training roadmap

⚠ Required fields are all shaded in this colour

Key

Click any status below to filter

- 📌 **Unscheduled**
Training awaiting scheduling
- 📌 **scheduled**
Training or meeting partially or fully scheduled
- 📌 **completed**
Training no longer requiring action

Show All

Start Date: 04 July 2010 End Date: 04 September 2010 Sort By: Date Go

📌 Blackberry Retraining (BBRT001)	Start Date: Wednesday, 9 June 2010
📌 New iPhone Launch (NIPL001)	Start Date: Monday, 12 July 2010
📌 Reserving Rooms & Training (RRT001)	Start Date: Monday, 2 August 2010

Click on the training session to reveal any additional details , such as Objectives and Additional Notes.

The training sessions can also be filtered using the 'sort by' pull down box.

GENESYS
AN ACACIA COMPANY

Training Manager Training Portal

Location : Main Menu > Training Roadmap

Hello, David Hill

training roadmap

⚠ Required fields are all shaded in this colour

Key

Click any status below to filter

- 📌 **Unscheduled**
Training awaiting scheduling
- 📌 **scheduled**
Training or meeting partially or fully scheduled
- 📌 **completed**
Training no longer requiring action

Show All

Start Date: 04 July 2010 End Date: 04 September 2010 Sort By: Date Go

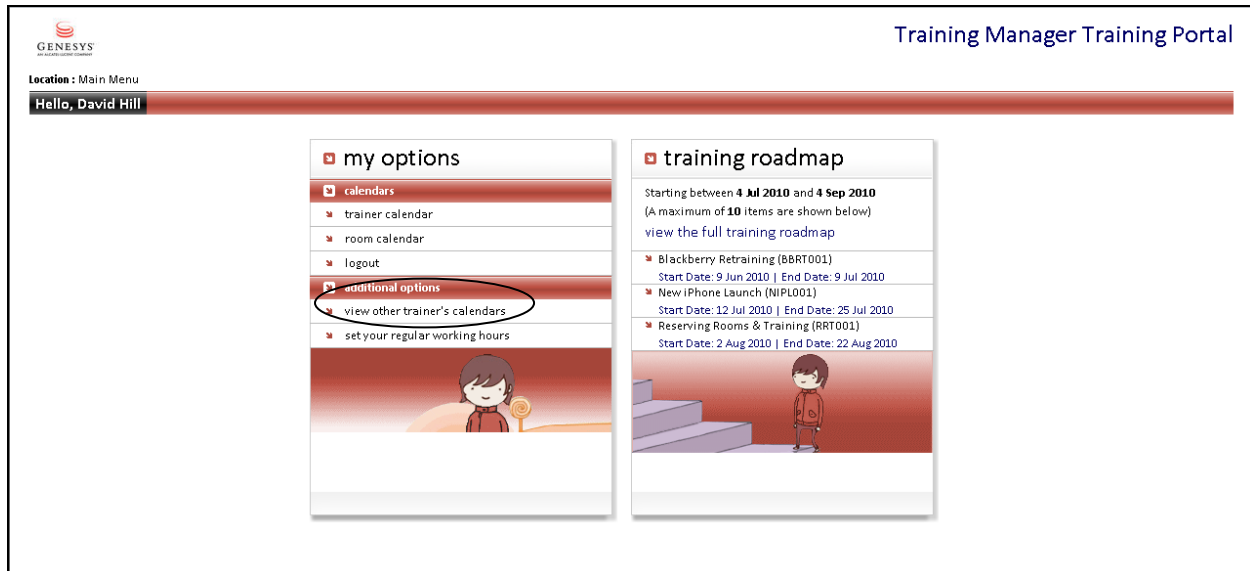
📌 Blackberry Retraining (BBRT001)	Start Date: Wednesday, 9 June 2010
📌 New iPhone Launch (NIPL001)	Start Date: Monday, 12 July 2010
📌 Reserving Rooms & Training (RRT001)	Start Date: Monday, 2 August 2010

The training roadmap is available in the right hand window and the latest training activity is listed in the training roadmap window.

Select 'view the training roadmap' to view the training sessions currently scheduled in Training Manager that are associated to the Trainer.

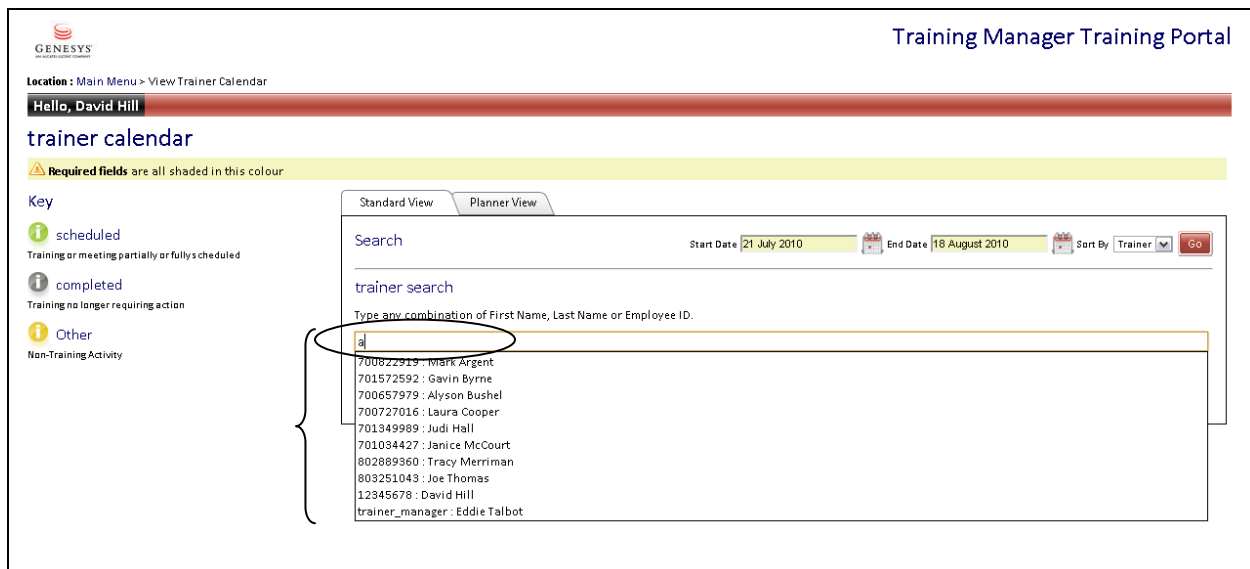
View Other Trainer's Calendar

Trainers have the ability to view other trainer's Calendar by selecting 'view other trainer's Calendar'.



The 'trainer diary' view is then presented and in the 'trainer search', type in any combination of First, Last Name or Employee ID to find the required trainer.

Entering information in the 'trainer search' will bring up a list of trainers to select from.



After selecting the required trainer, amend the date range and click on 'Go'.

GENESYS
AN ASSAULT SYSTEMS COMPANY

Training Manager Training Portal

Location: Main Menu > View Trainer Calendar

Hello, David Hill

trainer calendar

⚠ Required fields are all shaded in this colour

Key

- scheduled**
Training or meeting partially or fully scheduled
- completed**
Training no longer requiring action
- Other**
Non-Training Activity

Standard View | Planner View

Search

Start Date **04 May 2010** End Date **18 August 2010** Sort By **Trainer** **Go**

trainer search

Type any combination of First Name, Last Name or Employee ID.

803251043 : Joe Thomas

Information

There is currently no data to show.

Any activity associated to the trainer will then be visible.

GENESYS
AN ASSAULT SYSTEMS COMPANY

Training Manager Training Portal

Location: Main Menu > View Trainer Calendar

Hello, David Hill

trainer calendar

⚠ Required fields are all shaded in this colour

Key

- scheduled**
Training or meeting partially or fully scheduled
- completed**
Training no longer requiring action
- Other**
Non-Training Activity

Standard View | Planner View

Search

Start Date **04 May 2010** End Date **18 August 2010** Sort By **Trainer** **Go**

trainer search

Type any combination of First Name, Last Name or Employee ID.

Joe Thomas

Wednesday, 5 May 2010

10:00 - 13:00 Scenario Test (SCT001) - Event 1 in CSALESWarrington6
Attendees: 2. Max. Room Seating: 11

Thursday, 20 May 2010

11:30 - 14:30 Scenario Test (SCT001) - Event 1 in CSALESWarrington6
Attendees: 2. Max. Room Seating: 11

Thursday, 10 June 2010

16:45 - 17:45 New Tariff Launch (NTL001) - Event 1 in CSALESWarrington4
Attendees: 10. Max. Room Seating: 11

Click on the training session bar to view the training detail.

Completed

Training no longer requiring action

Other

Non-Training Activity

trainer search

Type any combination of First Name, Last Name or Employee ID.

Joe Thomas

Wednesday, 5 May 2010

10:00 - 13:00

Scenario Test (SCT001) - Event 1 in CSALES Warrington 6

Attendees: 2. Max. Room Seating: 11

Thursday, 20 May 2010

11:30 - 14:30

Scenario Test (SCT001) - Event 1 in CSALES Warrington 6

Attendees: 2. Max. Room Seating: 11

Thursday, 10 June 2010

16:45 - 17:45

New Tariff Launch (NTL001) - Event 1 in CSALES Warrington 4

Attendees: 10. Max. Room Seating: 11

Training Request :

New Tariff Launch (NTL001)

Room :

CSALES Warrington 4

Training Plan :

Training Plan 1

Trainer :

Joe Thomas

Training Plan Event :

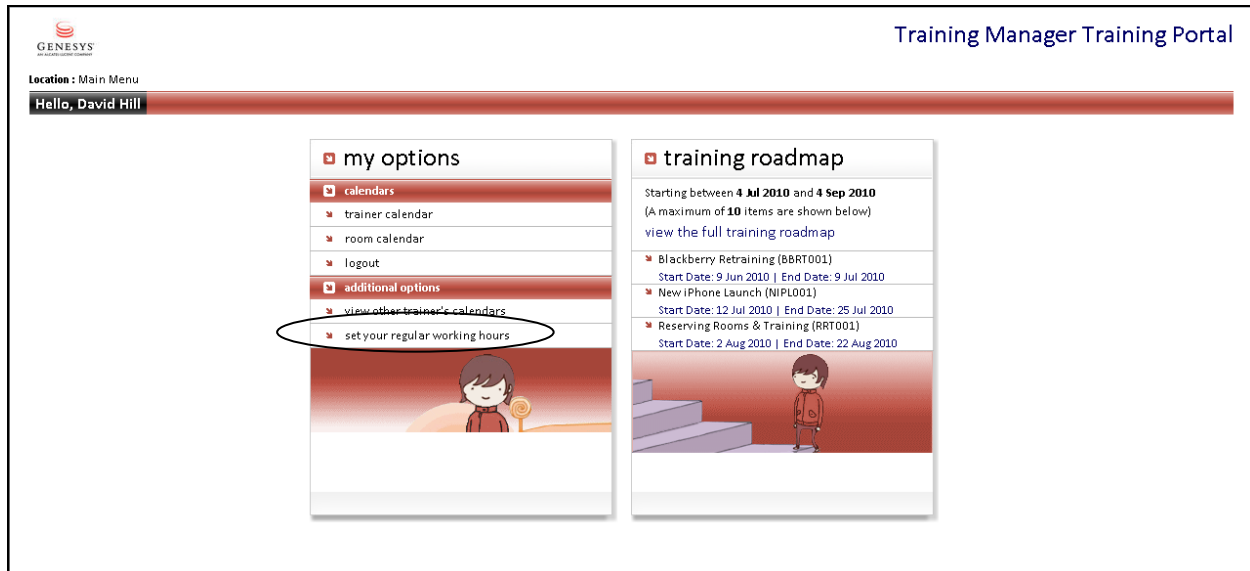
Event 1

Attendees Listed Below :

Employee ID	First Name	Last Name
U_8250_Simulator	Abel	Penunuri
U_8265_Simulator	Crystal	Ramos
U_8270_Simulator	Jennifer	Rhoades
U_8332_Simulator	Linda	Sweeney
U_8335_Simulator	Lindsay	Marie
U_8351_Simulator	Megan	Parker
U_8231_Simulator	Muhammed Fouad	Muntner
U_8256_Simulator	Regina	Petty
U_8245_Simulator	Sandra	Packer

Set Your Regular Working Hours

Trainer working hours are kept up to date in Training Manager by selecting 'set your regular working hours'.



The current default hours that Training Manager will use for scheduling will then be presented. If any amendments have to be made use the drop down list to select the correct times against the appropriate day. This option should not be used for excluding dates and times due to holidays as these are entered as per the instructions in the Trainer Calendar section. The hours entered are then immediately updated in Training Manager and are visible against the trainer.

