



**Genesys Training Manager 8.1.1**

Web Portal Manager Guide

**The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.**

Copyright © 2009–2012 Genesys Telecommunications Laboratories, Inc. All rights reserved.

## **About Genesys**

Genesys is the world's leading provider of customer service and contact center software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to [www.genesyslab.com](http://www.genesyslab.com) for more information.

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.

## **Notice**

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

## **Your Responsibility for Your System's Security**

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

## **Trademarks**

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2012 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The Crystal monospace font is used by permission of Software Renovation Corporation, [www.SoftwareRenovation.com](http://www.SoftwareRenovation.com).

## **Technical Support from VARs**

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

## **Ordering and Licensing Information**

Complete information on ordering and licensing Genesys products can be found in the [Genesys 7 Licensing Guide](#).

Released by: **Genesys Telecommunications Laboratories, Inc.** [www.genesyslab.com](http://www.genesyslab.com)

**Document Version :** 81\_trainingmgr\_manager\_08-2012\_v8.1.101.00



# Table of Contents

<b>Preface .....</b>	<b>5</b>
About Genesys Training Manager .....	5
Making Comments on This Document .....	6
Contacting Genesys Technical Support .....	6
Related Documentation Resources .....	6
Document Conventions.....	7
Document Version Number.....	7
Screen Captures Used in This Document.....	7
Type Styles .....	7
<b>Web Portal Manager .....</b>	<b>9</b>
The Manager .....	9
My Options .....	11
Manager Calendar .....	11
Agent Calendar.....	19
Room Calendar.....	22
Training Roadmap.....	25
Set Your Regular Working Hours .....	26
Set Exceptions to Your Regular Hours .....	28

## Table of Contents



## Preface

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

Access has been provided for managers to view the training activity that their agents have been scheduled for, together with the trainer, room, and reason for the training.

The training roadmap for any scheduled training activity is also visible.

This document is valid only for the 8.1.1 releases of this product.

---

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

---

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 8](#).

---

## About Genesys Training Manager

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

A browser-based Web portal is included as part of the application, allowing visibility into the scheduled training and meeting activity, together with any other available details. For example, it describes the reason for the training, the room, the identity of the

trainer, any pre-training work of the manager, and who attended. This portal automatically updates Training Manager, and if there were any non-attendees these can be "mopped up" automatically as part of the scheduling process.

---

## 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](mailto: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, see the [Contact Information](#) on the Tech Support website. Before contacting technical support, refer to the [Genesys Technical Support Guide](#) for complete contact information and procedures.

---

## Related Documentation Resources

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

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

### Genesys

Consult these additional resources as necessary:

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

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

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

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto: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"><li>• Document titles</li><li>• Emphasis</li></ul>	Please consult the <i>Genesys Migration Guide</i> for more

	<ul style="list-style-type: none"> <li>Definitions of (or first references to) unfamiliar terms</li> <li>Mathematical variables</li> </ul>	<p>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>Monospace font (Looks like teletype or typewriter text)</p>	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> <li>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.</li> <li>The values of options.</li> <li>Logical arguments and command syntax.</li> <li>Code samples.</li> </ul> <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<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>
<p>Angle brackets (&lt;&gt;)</p>	<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>	<pre>smcp_server -host &lt;confighost&gt;</pre>





# Web Portal Manager

---

## The Manager

When the manager logs on to the system, he or she is presented with a home page view similar to the following example.

The manager has access to:

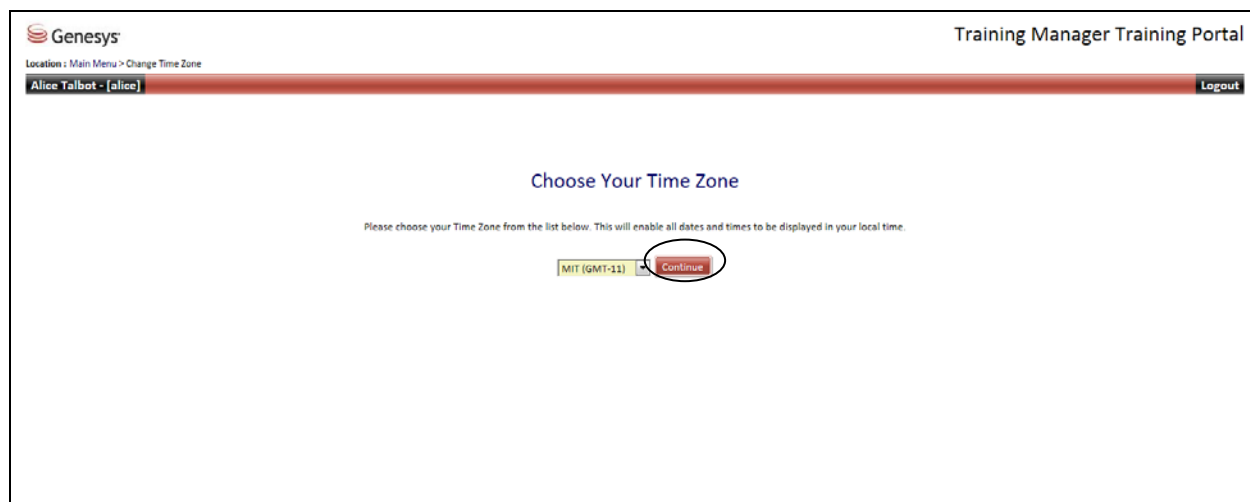
- manager calendar
- agent calendar
- room calendar
- set your regular working hours
- set exceptions to your regular hours
- change your time zone
- training roadmap

The home page is separated into two sections, my options in the left pane and training roadmap in the right pane.

The option to log out is available in the top-right corner of each screen.

Training details will only be visible in the portal if training sessions have already been created in Training Manager.

When the manager logs in initially, a time zone must be selected from the drop down box. Click on **Continue** to access the home page.



Genesys Training Manager Training Portal

Location: Main Menu > Change Time Zone

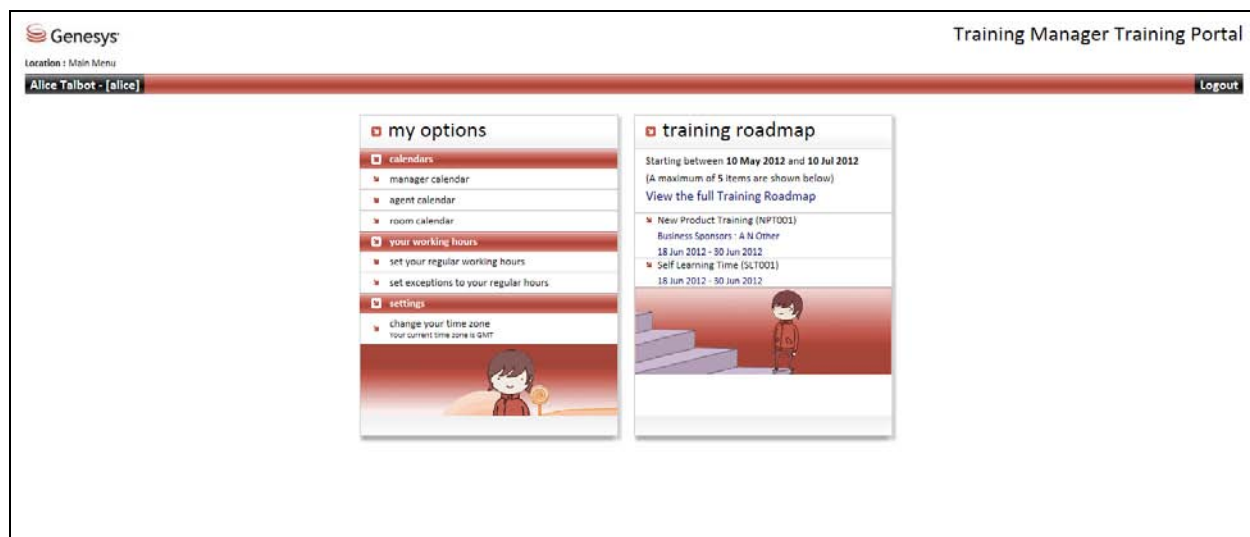
Alice Tailbot - [alice] Logout

### Choose Your Time Zone

Please choose your Time Zone from the list below. This will enable all dates and times to be displayed in your local time.

MIT (GMT-11) **Continue**

Home page.



Genesys Training Manager Training Portal

Location: Main Menu

Alice Tailbot - [alice] Logout

### my options

- calendars
  - manager calendar
  - agent calendar
  - room calendar
- your working hours
  - set your regular working hours
  - set exceptions to your regular hours
- settings
  - change your time zone  
your current time zone is GMT

### training roadmap

Starting between 10 May 2012 and 10 Jul 2012  
(A maximum of 5 items are shown below)

[View the full Training Roadmap](#)

- New Product Training (NPT001)
- Business Sponsors - A N Other
- 18 Jun 2012 - 30 Jun 2012
- Self Learning Time (SLT001)
- 18 Jun 2012 - 30 Jun 2012

# My Options

## Manager Calendar

Clicking manager calendar on the home page will present a standard view of any scheduled activity. This will include any team meetings, one-to-ones, or other activity that has been entered on the Planner View tab.

Click Main Menu at any time to return to the home page.

The screenshot displays the 'Manager Calendar' interface within the Genesys Training Manager Training Portal. The page features a red header with the Genesys logo and the text 'Training Manager Training Portal'. Below the header, a navigation bar shows 'Location: Main Menu' and 'Manager Calendar'. A user profile for 'Alice Talbot - [alice]' is visible, along with a 'Logout' button. The main content area is titled 'manager calendar' and includes a 'Required Fields' section. A legend on the left side categorizes events: 'Scheduled' (green icon), 'Completed' (blue icon), and 'Other' (yellow icon). The calendar view is set to 'Standard View' (circled in red) and shows a list of events for the week of June 8-19, 2012. The events are listed by day and time, with details such as 'Test 121' and 'Team Meeting'. The footer of the page includes the text 'Genesys Training Manager Portal 6.1.1' and 'Copyright © 2012 Silver Lining Solutions Ltd. All Rights Reserved'.

Date	Time	Event	Manager	Attendees
Friday, 8 June 2012	08:00 - 08:30 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Friday, 8 June 2012	08:30 - 09:00 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Friday, 8 June 2012	13:30 - 14:00 GMT (Daylight Savings)	Team Meeting	Alice Talbot	8
Thursday, 14 June 2012	08:00 - 08:30 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Friday, 15 June 2012	15:00 - 15:30 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Friday, 15 June 2012	16:30 - 17:00 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Sunday, 17 June 2012	09:00 - 09:30 GMT (Daylight Savings)	Team Meeting	Alice Talbot	8
Monday, 18 June 2012	08:00 - 08:30 GMT (Daylight Savings)	Test 121	Alice Talbot	1
Tuesday, 19 June 2012	16:30 - 17:00 GMT (Daylight Savings)	Test 121	Alice Talbot	1

Clicking one of the schedule bars will reveal any details associated with that scheduled item.

In the following example, the scheduled one-to-one is with agent Linda Sweeney.

The screenshot displays the Genesys Training Manager Training Portal. The main header shows the user is logged in as Alice Talbot. The page title is 'manager calendar'. A legend on the left indicates 'Scheduled' events. The calendar view shows events for Friday, 8 June 2012, Thursday, 14 June 2012, Friday, 15 June 2012, Sunday, 17 June 2012, and Monday, 18 June 2012. A search bar at the top of the calendar view shows 'Alice Talbot' as the search criteria. A list of events is displayed, including '08:00 - 08:30 GMT (Daylight Savings)' and '08:30 - 09:00 GMT (Daylight Savings)'. The events are managed by Alice Talbot and attended by Linda Sweeney.

Employee ID	First Name	Last Name
U_8329_Simulator	Candi	Stolpe

Clicking the Planner View tab will present a calendar view of any scheduled activity, as shown in the following example. The planner view can be displayed by day, week, or month, as required.

The screenshot displays the Genesys Training Manager Training Portal. At the top, the user is logged in as Alice Talbot. The page title is 'manager calendar'. On the left, a legend defines event categories: 'No Category' (grey), 'Holiday' (orange), 'Management meeting' (pink), and 'Meeting' (green). The main calendar area is titled 'manager calendar' and shows a monthly view for June 2012. The calendar is color-coded: grey for 'No Category', orange for 'Holiday', pink for 'Management meeting', and green for 'Meeting'. A circled 'Planner View' tab is visible at the top of the calendar area. The calendar shows events for June 2012, with dates 28, 29, 30, 31, 01 Jun, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, and 01 Jul. Events are color-coded according to the legend.

Each event is color-coded, as explained in the legend on the left side of the screen.

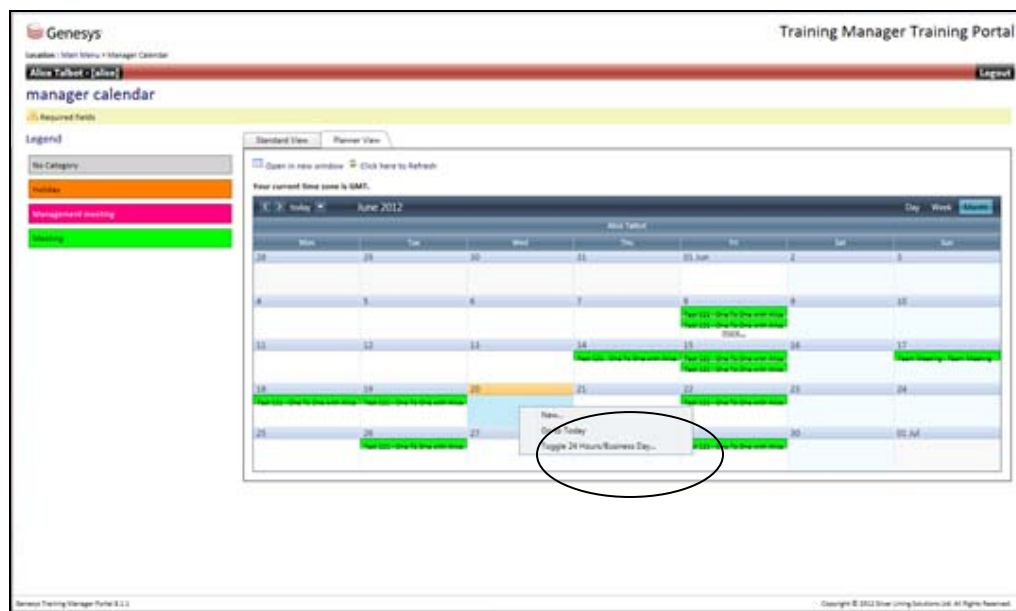
Training Manager will schedule team meetings and one-to-ones based on the agents' scheduled activity in WFM and their manager's availability. The manager therefore has to keep his or her availability in Training Manager up to date.

On the Planner View tab, the manager can enter any non-availability time directly into Training Manager through his or her Web portal.

To enter any non-availability time, right-click the required date, and three options are presented:

- New
- Go to Today – Selecting this will take the planner view to the current date.
- Toggle 24 Hours/Business Day – Selecting this will present the planner view in a 24-hour view.

For example, to enter a holiday, select New.

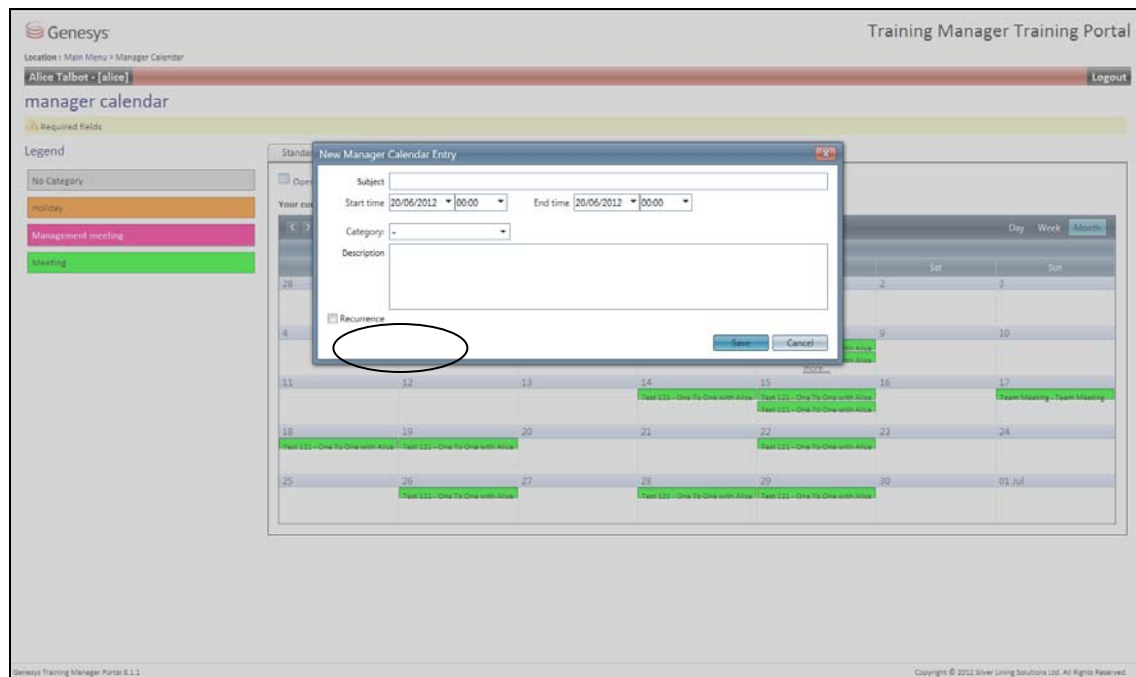


The New Manager Calendar Entry dialog box is then displayed.

Enter details in the Subject box, and complete the Start time and End time boxes if the entry is for a single day.

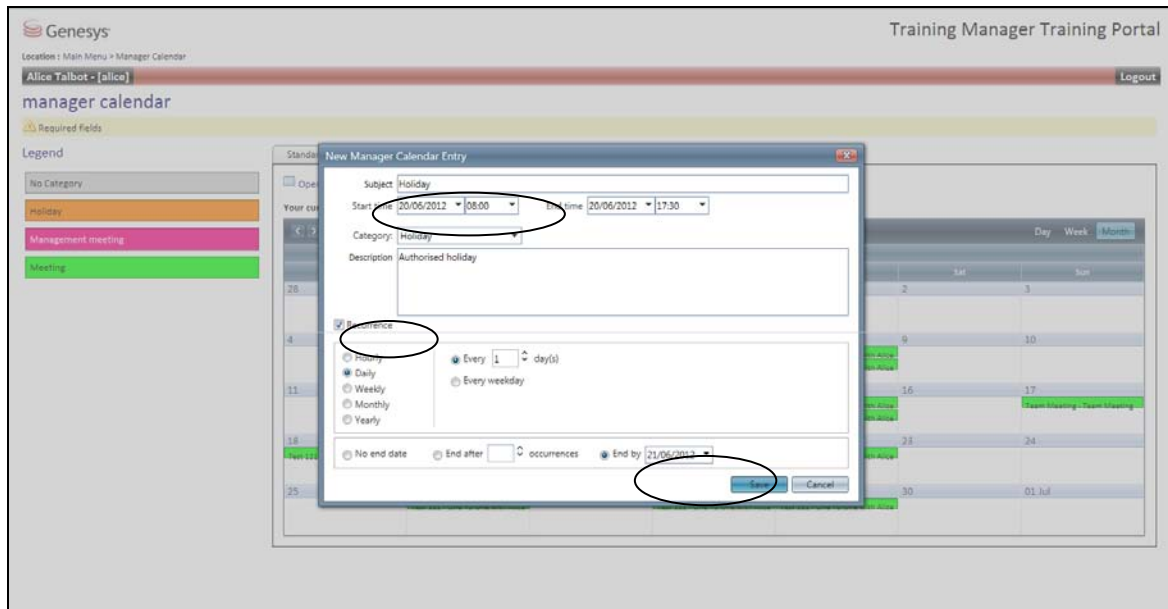
Select a category in the drop-down list. (Categories are color-coded, as explained in the key on the left side of the screen.)

To create an entry for multiple days, select the Recurrence check box.

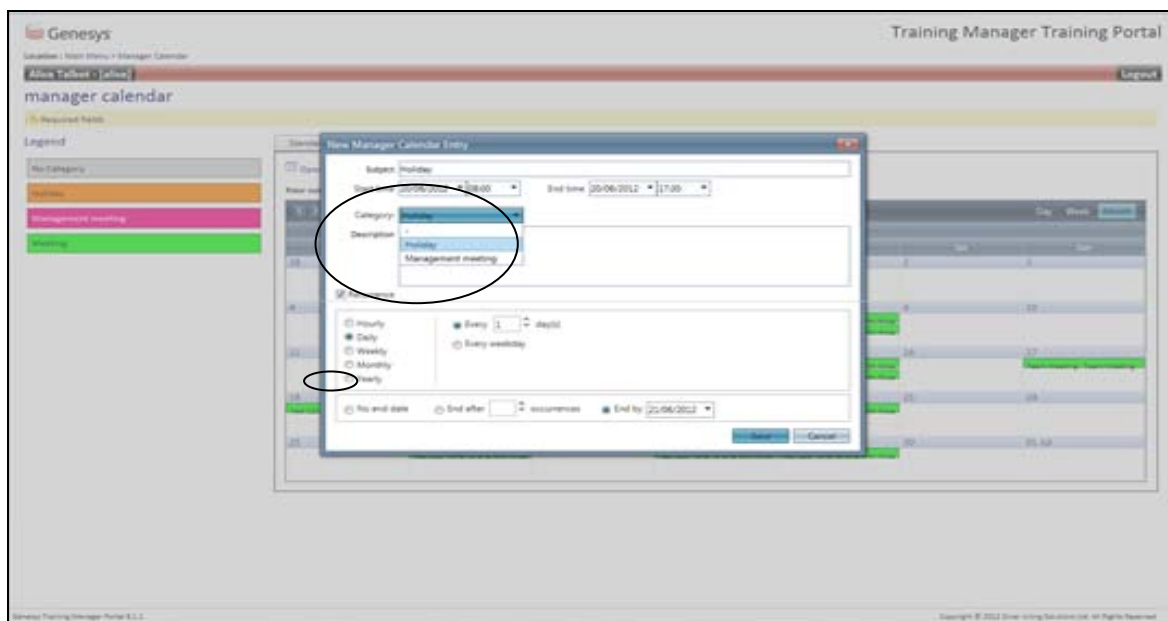


For multiple-day entries, use the Recurrence option to create individual events on the Standard View tab.

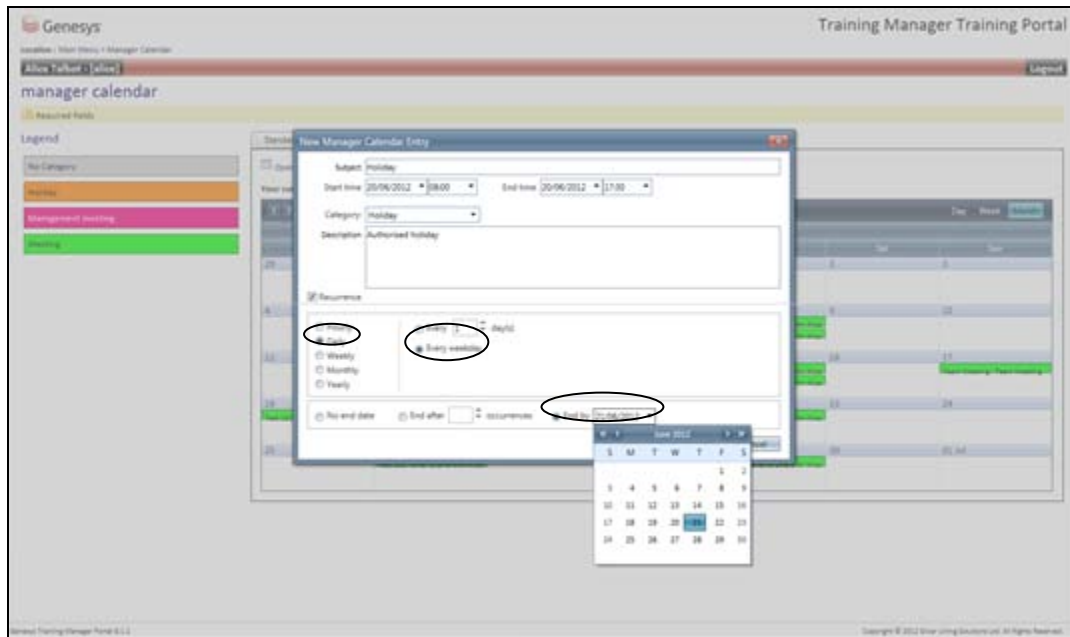
In the following example, a two-day holiday is being entered into the manager's calendar. The start time is 20/06/2012 at 08:00, and the end time is 21/06/2012 at 17:30. This will then create two separate holiday entries on the standard view.



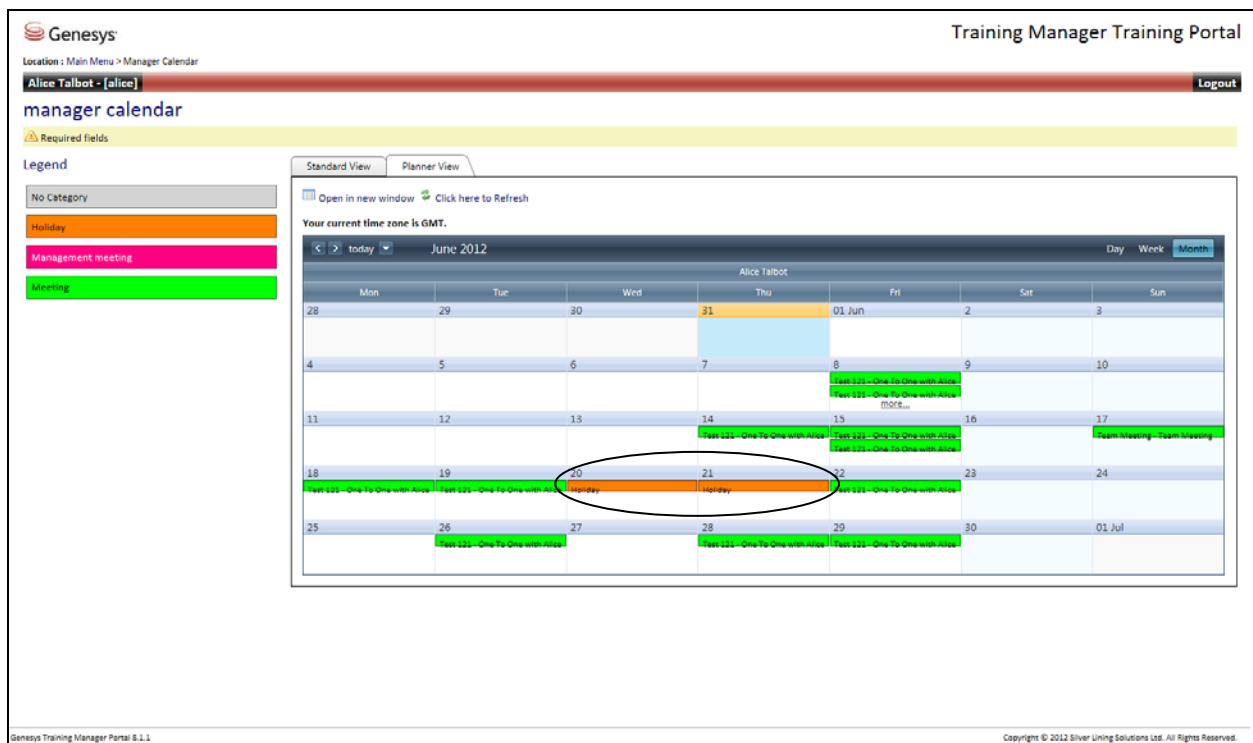
Select the relevant category in the drop-down list. This will display the entry with the associated name and color-coding for easy visibility. (The categories are created in Training Manager.)



After you select the Recurrence check box, the recurrence options become available. In this example, because the entry is for two days, Daily has been selected, together with Every weekday to exclude weekends, and an end date has been selected.



Click Save when all of the details have been completed, and the event will then appear in the manager calendar.





The event will also appear on the Standard View tab as an entry for each date.

Genesys Training Manager Training Portal

Location: Main Menu > Manager Calendar

Alice Talbot - [alice] Logout

manager calendar

Required fields

Legend

- Scheduled: Events partially or fully scheduled
- Completed: Events no longer requiring action
- Other: Other calendar entries

Standard View Planner View

Search: Start Date 17 Jun 2012 End Date 24 Jun 2012 Sort By Manager Go

Alice Talbot

Sunday, 17 June 2012

- 09:00 - 09:30 GMT (Daylight Savings) Team Meeting Manager: Alice Talbot / Attendees: 5

Monday, 18 June 2012

- 08:00 - 08:30 GMT (Daylight Savings) Test 121 Manager: Alice Talbot / Attendees: 1

Tuesday, 19 June 2012

- 16:30 - 17:00 GMT (Daylight Savings) Test 121 Manager: Alice Talbot / Attendees: 1

Wednesday, 20 June 2012

- 08:00 - 17:30 GMT (Daylight Savings) Holiday

Thursday, 21 June 2012

- 08:00 - 17:30 GMT (Daylight Savings) Holiday

Friday, 22 June 2012

- 08:00 - 08:30 GMT (Daylight Savings) Test 121 Manager: Alice Talbot / Attendees: 1

To edit an existing entry—and only events created on the Planner View tab can be changed—right-click the entry, and this will present three options:

- Edit – Change the original entry either by individual date or by the complete set of multiple dates.
- Delete – Delete the individual date.
- Delete Future Occurrences – Delete the multiple dates associated with the entry.

Select the appropriate option.

Genesys Training Manager Training Portal

Location: Main Menu > Manager Calendar

Alice Talbot - [alice] Logout

manager calendar

Required fields

Legend

- No Category
- Holiday
- Management meeting
- Training

Standard View Planner View

Open in new window Click here to Refresh

Your current time zone is GMT.

June 2012

Day Week Month

Mon Tue Wed Thu Fri Sat Sun

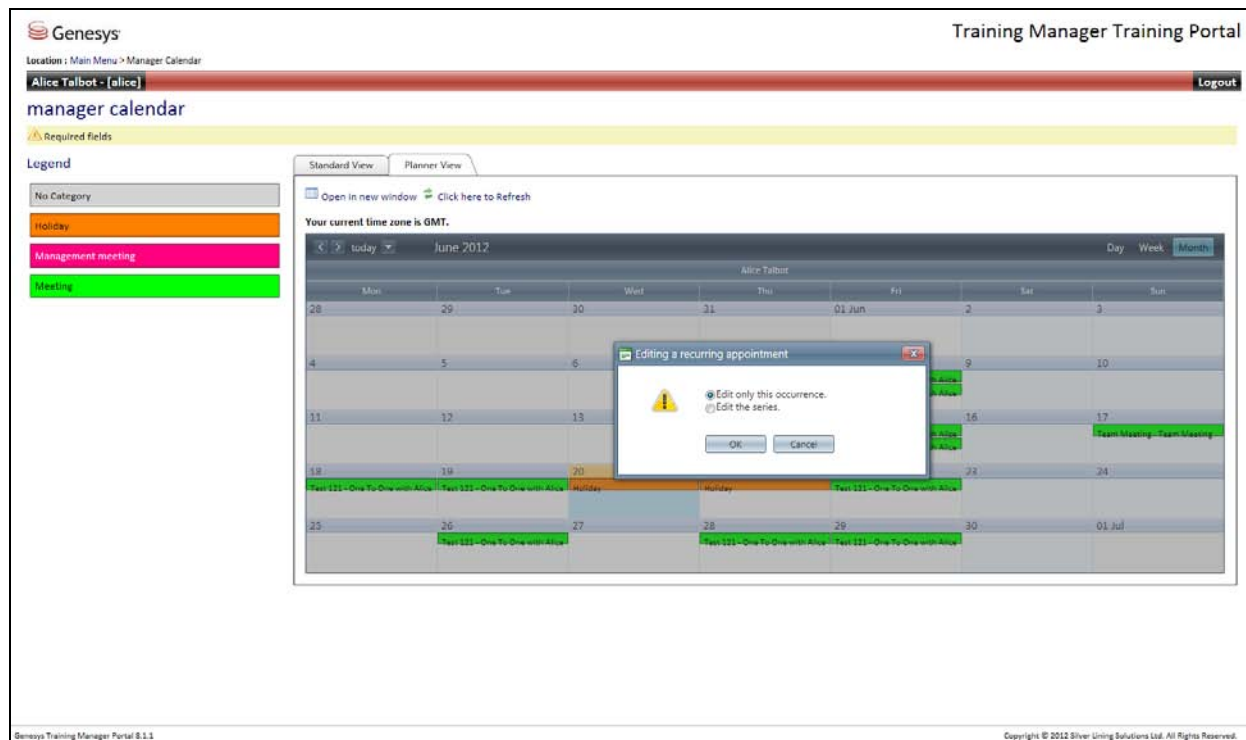
28 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Jul

Right-click context menu options:

- Edit...
- Delete...
- Delete Future Occurrences...

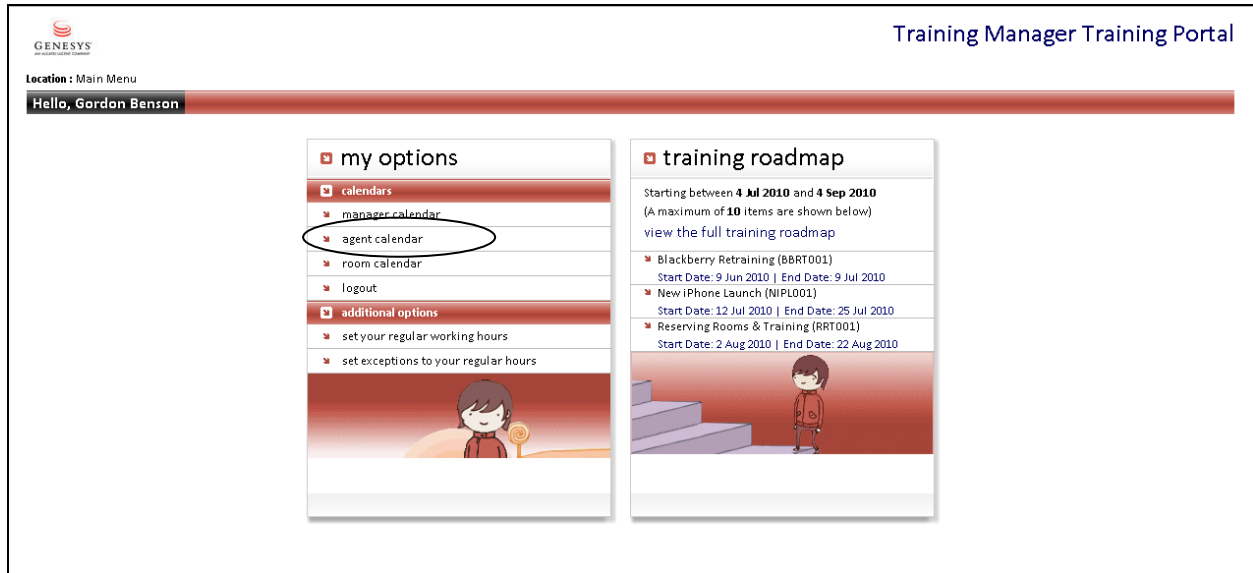
In this example, Edit has been selected, which presents two further options:

- Edit only this occurrence – Edit the individual date.
- Edit the series – Edit the complete set of multiple dates.

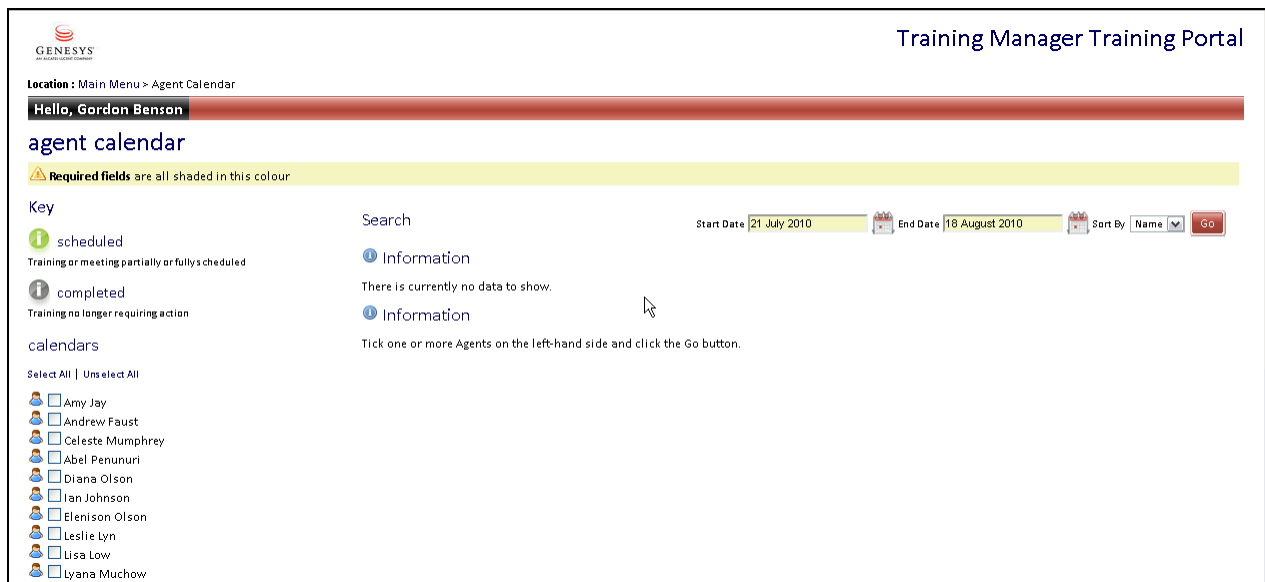


## Agent Calendar

Clicking agent calendar on the home page will display a list of agents that the manager has access to.



The list of agent names is presented in the bottom-left corner of the screen. (The list of agents will be managed automatically if Genesys Training Manager Portal has been integrated with an internal company data source, or this will be manually managed by the Genesys Training Manager Portal Administrator).



Selecting agents and then clicking Go will automatically list the agents' training activity within the specified date range.

**Genesys** Training Manager Training Portal

Location: Main Menu > Agent Calendar

Alice Talbot - [alice] Logout

**agent calendar**

Required fields

**Legend**

- i Scheduled  
Events partially or fully scheduled
- i Completed  
Events no longer requiring action

**my calendar**

Alice Talbot

**managed calendars**

Select All | Unselect All

- ☒ Amy Jay
- ☐ Andrew Faust
- ☐ Bandi Neal
- ☐ Ben Lin
- ☐ Brian Chen
- ☐ Candi Stolpe
- ☐ Dick Clarkson
- ☐ Eduardo Garcia
- ☐ Gurutej Kaur
- ☐ Henry Dunn
- ☐ Ian Johnson
- ☐ Joan Stuart
- ☐ Kathy Gurlin
- ☐ Kim Lewis
- ☐ Larry Fin
- ☐ Linda Sweeney
- ☐ Mary Gail
- ☐ Nicole Stutts
- ☐ Pele Lolani
- ☐ Shane Carlson
- ☐ Stan Goldman

**Search**

Start Date: 20 May 2012 End Date: 25 Jun 2012 Sort By: Name Go

Tick one or more Agents on the left hand side and click the Go button to view all of these calendars together, or click your name under "My Calendar" to view your own calendar.

**Amy Jay**

**Friday, 8 June 2012**

- i 13:30 - 14:00 GMT (Daylight Savings) Team Meeting Manager: Alice Talbot

**Sunday, 17 June 2012**

- i 09:00 - 09:30 GMT (Daylight Savings) Team Meeting Manager: Alice Talbot

**Saturday, 23 June 2012**

- i 09:15 - 09:45 GMT (Daylight Savings) Self Learning Time (SLT001)

Genesys Training Manager Portal 8.1.1 Copyright © 2012 Silver Linings Solutions Ltd. All Rights Reserved

Clicking one of the training session bars will expand the bar to reveal the trainer, the room, and any session details. The training status is color-coded, as explained in the legend on the left side of the screen.

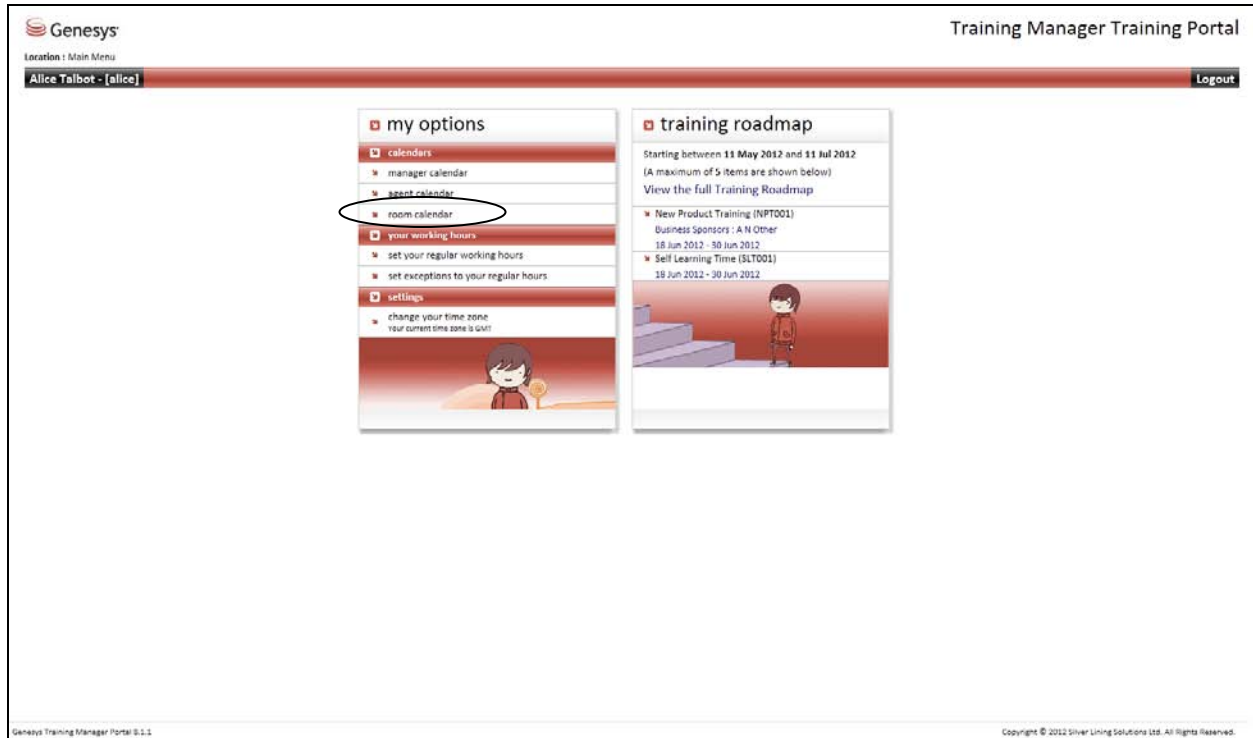
The screenshot displays the Genesys Training Manager Training Portal. The interface includes a top navigation bar with the Genesys logo and the title 'Training Manager Training Portal'. Below this, a user profile section shows 'Alice Talbot - [alice]' with a 'Logout' button. The main content area is titled 'agent calendar' and features a 'Required Fields' section. A legend on the left side of the screen defines the color-coding for training sessions: a green bar indicates 'Scheduled' events, while a grey bar indicates 'Completed' events. The main calendar area shows a list of training sessions for June 2012, including 'Team Meeting' and 'New Product Training (NPT001)'. A specific session on Friday, 29 June 2012, is expanded to show details: 'New Product Training (NPT001) - Day 1 of 2', Trainer: Lucy McDonald, and Room: Location 1 Room 1.

The option to view scheduled activity for all of the agents is available by clicking **Select All**.

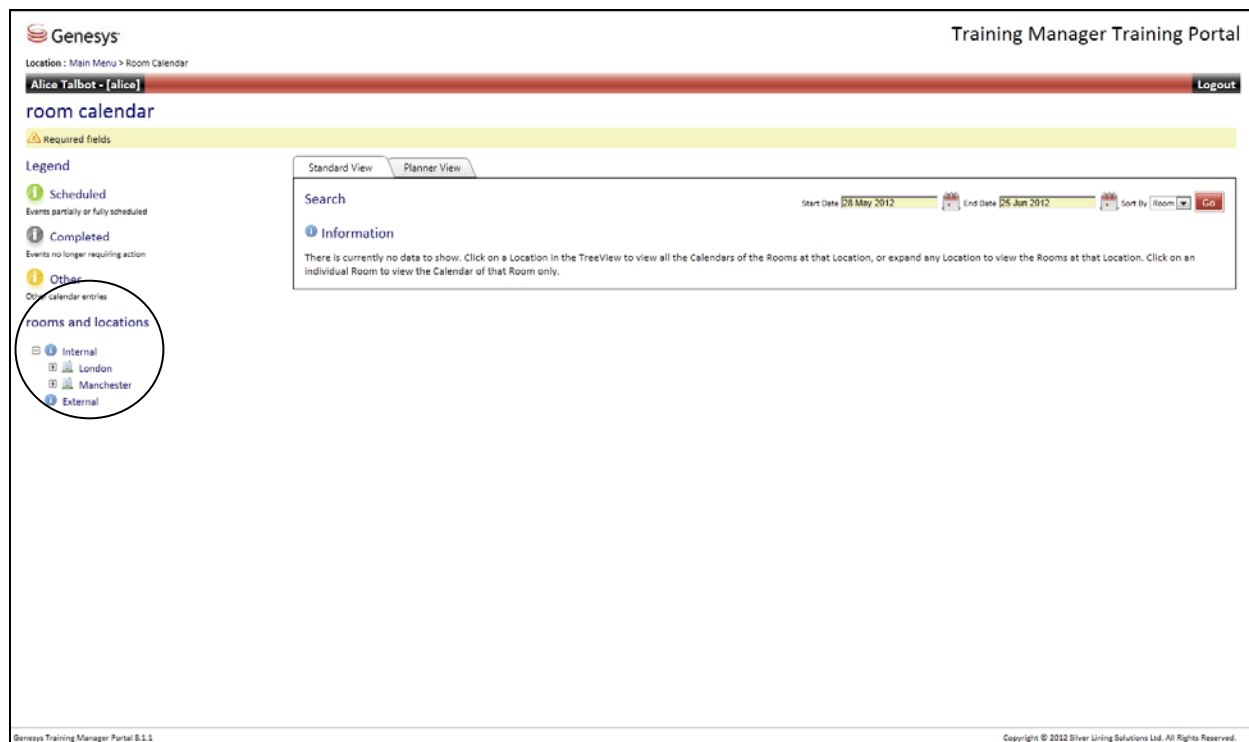
This option allows the manager to view all of the team's scheduled activity. The information is presented in a view similar to the preceding example, with all of the scheduled training activity listed down the right side of the screen.

## Room Calendar

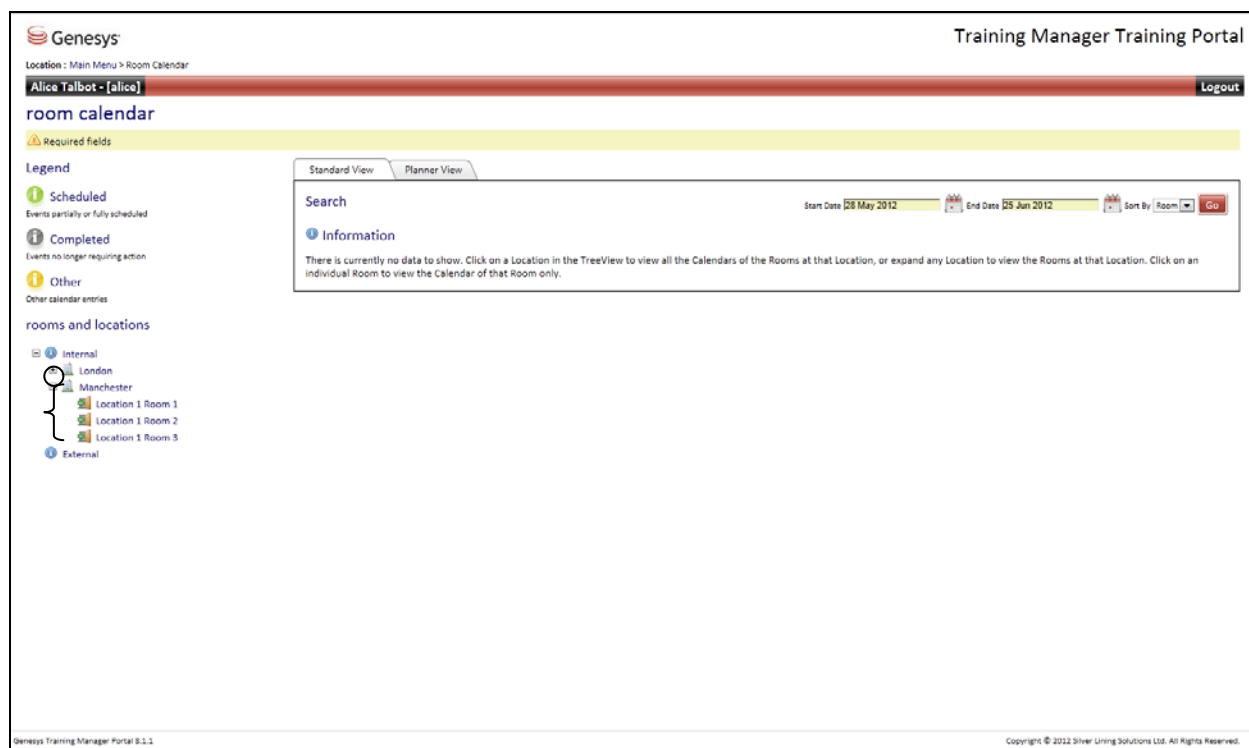
The manager also has the option to view the training activity by individual room, by clicking room calendar on the home page.



A list of all the locations is displayed in the bottom-left corner of the screen.



Expand a location to reveal the individual rooms.



Select either the location or an individual room, adjust the date range if required, and then click Go to view the details.

The screenshot shows the 'room calendar' interface. On the left, under 'rooms and locations', the 'Manchester' location is selected. A callout box with an arrow pointing to 'Manchester' contains the text: 'Click on either the location name or an individual room.' The main calendar area shows a search for 'Manchester Room 1' with a date range from 20 May 2012 to 25 Jun 2012. The calendar displays training sessions for 'New Product Training (NPT001)' across several days, including Tuesday, 19 June 2012, and Saturday, 23 June 2012.

Click one of the training session bars to display the training activity, as shown in the following example.

This screenshot shows the training activity details for a selected session. An arrow points from the 'Scheduled' legend item to the '09:15 - 09:45 GMT (Daylight Savings)' session bar. The details panel shows the following information:

- Training Request:** New Product Training (NPT001)
- Trainer:** Lucy McDonald
- Room:** Manchester Room 1
- Employee List:**

Employee ID	First Name	Last Name
U_7005_Simulator	Larry	Pin
U_8335_Simulator	Lindsay	Marie
U_8234_Simulator	Tracy	Neal

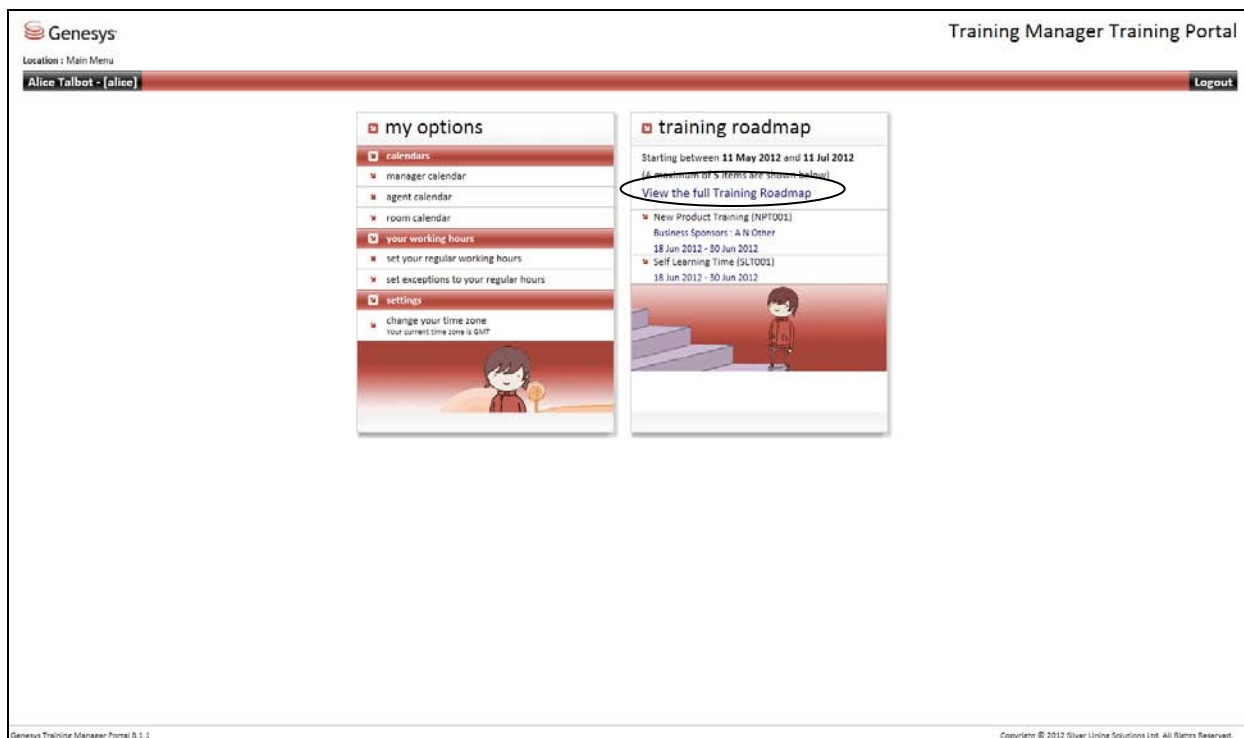
The calendar view shows the session details for Tuesday, 19 June 2012, and subsequent days up to Sunday, 24 June 2012.



## Training Roadmap

The latest scheduled training activity will be displayed in the training roadmap in the right pane of the home page, as shown in the following example.

Click [view the full training roadmap](#) to view all of the training sessions currently scheduled in Training Manager.



Any scheduled training activity for the specified date range will be presented on the right side of the screen, and clicking one of the training session bars will reveal any additional details.

The training status is color-coded, as explained in the key on the left side of the screen.

There is an option to filter the sessions by using the Sort By drop-down list.

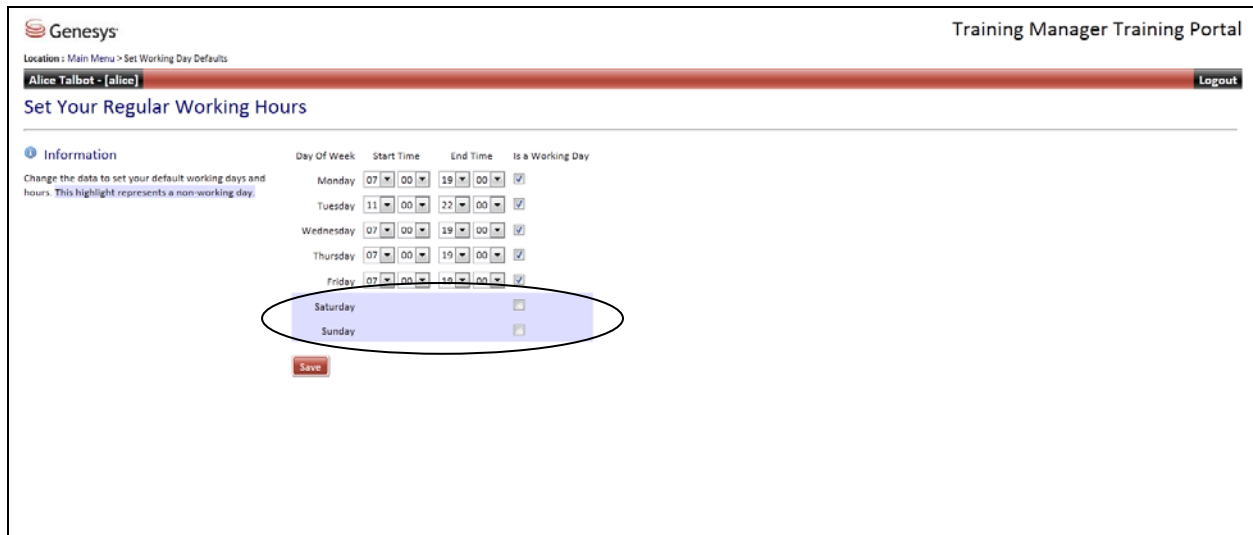
Click one of the training session bars to reveal any additional details, such as objectives or additional notes. The training sessions can also be filtered by using the Sort By drop-down list.

## Set Your Regular Working Hours

To be able to schedule team meetings and one-to-ones, Training Manager needs to have information about the manager's availability and working hours. (The scheduled hours of agents who report to the manager are taken directly from Genesys WFM.)

Click set your regular working hours on the home page to view the manager's current default working hours.

This will present the default hours, as shown in the following example. In this example, the manager does not work Saturday or Sunday, and therefore these days are not selected and are highlighted.



Genesys Training Manager Training Portal

Location: Main Menu > Set Working Day Defaults

Alice Talbot - [alice] Logout

### Set Your Regular Working Hours

**Information**

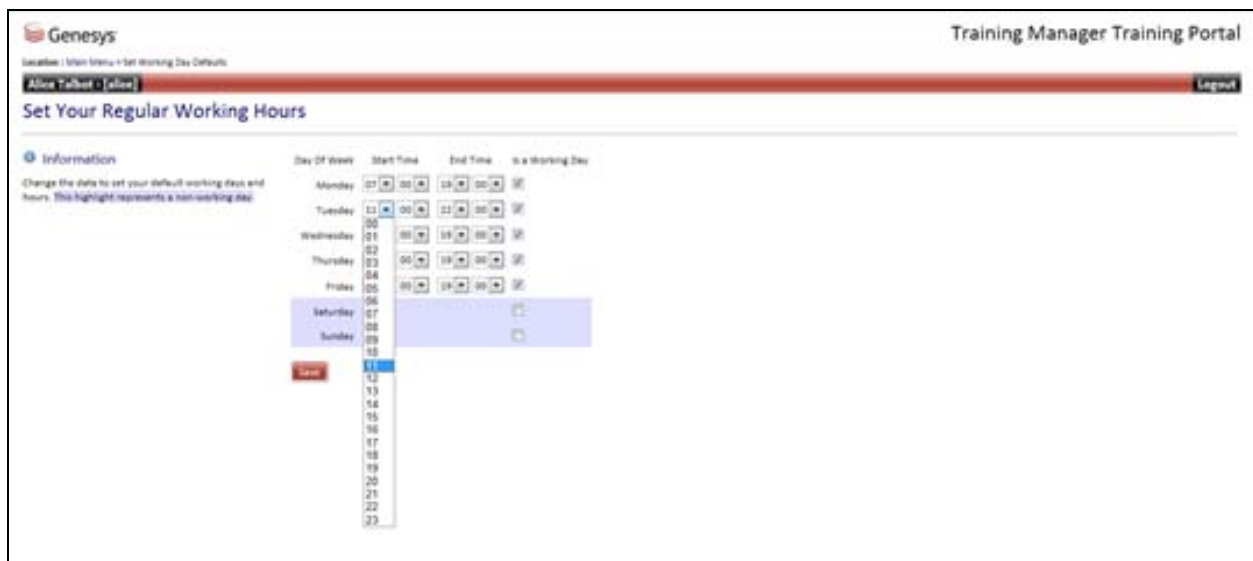
Change the data to set your default working days and hours. This highlight represents a non-working day.

Day Of Week	Start Time	End Time	Is a Working Day
Monday	07:00	19:00	<input checked="" type="checkbox"/>
Tuesday	11:00	22:00	<input checked="" type="checkbox"/>
Wednesday	07:00	19:00	<input checked="" type="checkbox"/>
Thursday	07:00	19:00	<input checked="" type="checkbox"/>
Friday	07:00	19:00	<input checked="" type="checkbox"/>
Saturday			<input type="checkbox"/>
Sunday			<input type="checkbox"/>

Save

To change the default hours, use the drop-down list to select the required time. To change the working days, either select or clear the days by using the check box on the right side, under Is a working day.

These default working hours are used on the Set Working Days screen in the next section.



Genesys Training Manager Training Portal

Location: Main Menu > Set Working Day Defaults

Alice Talbot - [alice] Logout

### Set Your Regular Working Hours

**Information**

Change the data to set your default working days and hours. This highlight represents a non-working day.

Day Of Week	Start Time	End Time	Is a Working Day
Monday	07:00	19:00	<input checked="" type="checkbox"/>
Tuesday	11:00	22:00	<input checked="" type="checkbox"/>
Wednesday	07:00	19:00	<input checked="" type="checkbox"/>
Thursday	07:00	19:00	<input checked="" type="checkbox"/>
Friday	07:00	19:00	<input checked="" type="checkbox"/>
Saturday			<input type="checkbox"/>
Sunday			<input type="checkbox"/>

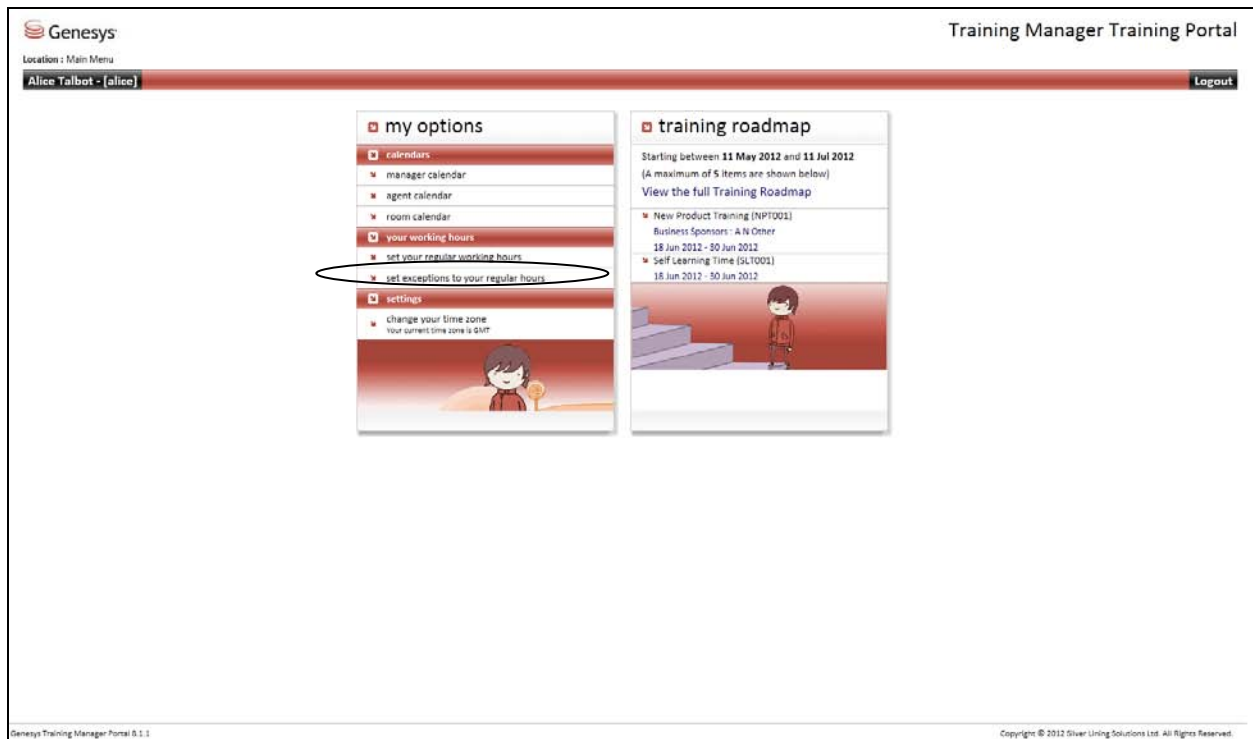
Save

12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

## Set Exceptions to Your Regular Hours

The default working hours feed through to the manager's working days and hours, and Training Manager uses this information to identify when the manager is available to schedule any meeting activity.

Any changes to the manager's regular hours can be made by clicking set exceptions to your regular hours on the home page.



In the following example, weekends are identified as non-working days for the manager by default, as specified on the Set Working Day Defaults screen in the last section.

**Note:** No changes can be made in the 14-day period that immediately precedes the affected date.

Training Manager Training Portal

Location : Main Menu > Set Working Days

Alice Talbot - [alice]
Logout

### Set Exceptions To Your Regular Working Hours

**Information**

Change the data below to set your default working days and hours.

This highlight represents a non-working day.

**Important**

Please do not use this form to define periods of scheduled absence (e.g. Holidays, Training Days) where you would otherwise be working.

This form is for specifying UNPAID, NON-WORKING time only.

Month/Year: June 2012

Day of Week	Use Default Hours	Start Time	End Time	Is a Working Day
Fri 1	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 2	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 3	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 4	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 5	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 6	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 7	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 8	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 9	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 10	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 11	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 12	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 13	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 14	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 15	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 16	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 17	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 18	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 19	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 20	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 21	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 22	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 23	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 24	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 25	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 26	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 27	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 28	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 29	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 30	<input checked="" type="checkbox"/>			<input type="checkbox"/>

Save

Genesys Training Manager Portal 8.1.1
Copyright © 2012 Silver Lining Solutions Ltd. All Rights Reserved.

To make any changes, clear the **Use default hours** check box for the required date to indicate that the hours are not the default working hours.

Change the hours by using the drop-down list to select the required hours.

Leave the **Is a working day** check box selected, and Training Manager will use these changed hours when scheduling any activity on that date.

This procedure should not be used to change hours because of holidays. It is only used when the manager is working hours that differ from his or her normal working hours.

**Genesys** Training Manager Training Portal

Location : Main Menu > Set Working Days

Alice Talbot - [alice] Logout

### Set Exceptions To Your Regular Working Hours

Month/Year: June 2012

**Information**

Change the data below to set your default working days and hours.

**Important**

This highlight represents a non-working day.

Please do not use this form to define periods of scheduled absence (e.g. Holidays, Training Days) where you would otherwise be working.

This form is for specifying UNPAID, NON-WORKING time only.

Day of Week	Use Default Hours	Start Time	End Time	Is a Working Day
Fri 1	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 2	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 3	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 4	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 5	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 6	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 7	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 8	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 9	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 10	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 11	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 12	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 13	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 14	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 15	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 16	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 17	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 18	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 19	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 20	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 21	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 22	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 23	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Sun 24	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mon 25	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Tue 26	<input checked="" type="checkbox"/>	11:00	22:00	<input checked="" type="checkbox"/>
Wed 27	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Thu 28	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Fri 29	<input checked="" type="checkbox"/>	07:00	19:00	<input checked="" type="checkbox"/>
Sat 30	<input checked="" type="checkbox"/>			<input type="checkbox"/>

Save

Clear for the required date.

Genesys Training Manager Portal 8.1.1 Copyright © 2012 Silver Lining Solutions Ltd. All Rights Reserved.