



Genesys Training Manager 8.1.1

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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Preface

Welcome to the *Genesys Training Manager 8.1.1 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 8.1 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 email from Genesys Order Management at orderman@genesyslab.com .
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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 activities, 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 done by the manager, as well as who 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.

Making Comments on This Document

If you especially like or dislike anything about this document, feel free to email 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, 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.

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 titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables 	<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>
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. The values of options. Logical arguments and command syntax. Code samples. 	<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>



Web Portal Trainer

The Trainer

The Trainer has access to:

- Trainer diaries
- View other trainer's diaries
- Room calendar
- Set your working hours
- Training roadmap
- Change your time zone

When logging in for the first time, a time zone must be selected from the drop down box. This will ensure that any scheduled training activity is recorded in the correct working time zone. If the wrong time zone has been selected, or the configuration is incorrect in Training Manager, then training sessions will show incorrect times. Select **Continue** to either access the Home page or login.

The screenshot shows the Genesys Training Manager Training Portal. At the top left is the Genesys logo. Below it, the location is 'Main Menu > Change Time Zone'. The user is logged in as 'Daniel Oliver • [daniel]' with a 'Logout' button. The main heading is 'Choose Your Time Zone'. Below this, a message states: 'Please choose your Time Zone from the list below. This will enable all dates and times to be displayed in your local time.' There is a dropdown menu currently showing 'GMT' and a 'Continue' button. The footer contains 'Genesys Training Manager Portal 8.1.1' and 'Copyright © 2012 Silver-Lining Solutions Ltd. All Rights Reserved.'

Depending on how the webportal is accessed a login may be required. If the example screen below is presented, then use your surname for User Name and the word password for Password.

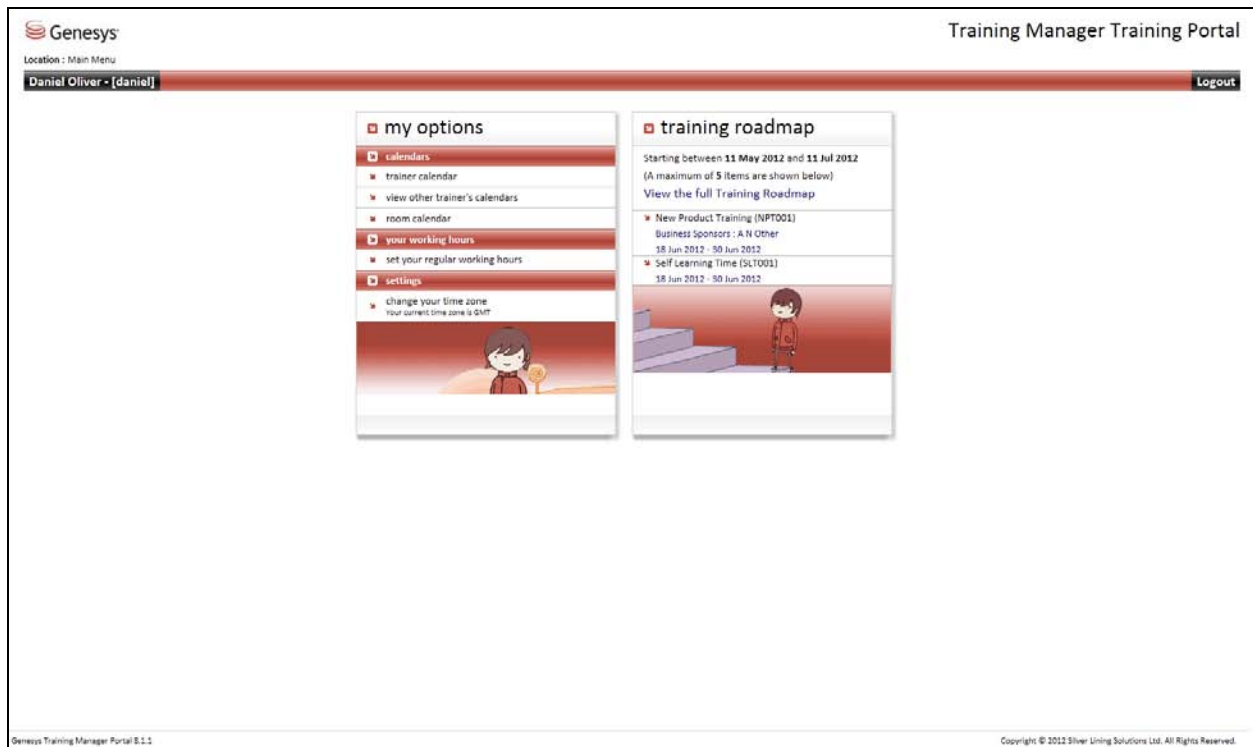
The screenshot shows the Genesys Training Manager Portal login screen. At the top left is the Genesys logo. Below it, the location is 'Login'. The main heading is 'Welcome'. Below this, a message states: 'To login, enter your User Name and Password below'. There is a warning icon and text: 'These details are case-sensitive'. Below this is a box titled 'Enter Your Details' containing 'User Name' and 'Password' input fields and a 'Continue' button. Below the box is a warning icon and text: 'Trouble logging in?'. Below this, a message states: 'This website uses a Cookie to remember your login details. If your browser is unable to accept Cookies, you will not be able to login. To try and remedy this, check that your browser is able to accept Cookies, or try clearing your Cookies cache.' The footer contains 'Genesys Training Manager Portal 8.1.1' and 'Copyright © 2012 Silver-Lining Solutions Ltd. All Rights Reserved.'

The Home Page should then be presented similar to the example below.

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

Logout is available in the right hand corner of each screen.

Change your time zone if necessary within settings.



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

My Options

Trainer Calendar

Selecting **Trainer Calendar** displays any activity that the trainer has been scheduled for within the date range, including team meetings and other meetings. By default **Standard View** is always presented, as in 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 shows the Genesys Trainer Training Portal interface. At the top, the user is logged in as Daniel Oliver. The main section is titled 'trainer calendar'. On the left, there is a legend with status indicators: 'Scheduled' (green), 'Completed' (grey), and 'Other' (yellow). Below the legend is a 'trainer selection' section with options to view by location, home location, alphabetical order, or hierarchy. The main calendar area shows a search bar with a date range from May 20, 2012, to June 25, 2012. The calendar displays training sessions for Thursday, Friday, and Monday, each with a green bar indicating the time slot. A callout box labeled 'Date range' points to the search bar. Another callout box points to the 'Standard View' tab.

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

Clicking on one of the training session bars expands it 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**.

Genesys Training Manager Training Portal

Location: Main Menu > Trainer Calendar

Daniel Oliver - [daniel] Logout

trainer calendar

Required fields

Legend

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

trainer selection

- View by Location
- View by Home Location
- View by Alphabetical Order
- View by Hierarchy

Select All | Unselect All

Internal

- ☒ Daniel Oliver [daniel]
- ☐ Lucy McDonald [lucy]

External

Standard View **Planner View**

Search: Go to Advanced Search

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

Thursday, 21 June 2012

11:00 - 11:30 GMT (Daylight Savings) New Product Training (NPT001) - Day 1 of 2
Trainer: Daniel Oliver / Room: Manchester Room 1 / Attendees: 3 / Max. Seating: 6

Training Request: New Product Training (NPT001) **Trainer:** Daniel Oliver

Training Event: Event 1 **Room:** Manchester Room 1

Employee ID	First Name	Last Name
U_8307_Simulator	Mary	Gail
U_8292_Simulator	Pele	Lolani
U_8246_Simulator	Rachel	Padawer

Attendance Register
No Attendance/Completion Recorded

Friday, 22 June 2012

11:00 - 11:30 GMT (Daylight Savings) New Product Training (NPT001) - Day 2 of 2
Trainer: Daniel Oliver / Room: Manchester Room 1 / Attendees: 3 / Max. Seating: 6

Monday, 25 June 2012

13:00 - 13:30 GMT (Daylight Savings) New Product Training (NPT001) - Day 1 of 2
Trainer: Daniel Oliver / Room: Manchester Room 1 / Attendees: 5 / Max. Seating: 6

Genesys Training Manager Portal 5.1.1 Copyright © 2012 Silver Lining Solutions Ltd. All Rights Reserved.

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

There are text boxes for any comments which are stored against the training session. This information is then available in a Training Manager report.

Click either **All** or **None** to update multiple delegates, or use the individual drop-down menu against each delegate.

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: **Save** **Cancel** **Attended:** **All** **None** **Clear** **Completed:** **All** **None** **Clear**

First Name	Last Name	Employee ID	Attended	Completed	Comments
Amy	Jay	U_8306_Simulator	-	-	Comments
Amy	Reicher	U_8349_Simulator	-	-	Comments
Elenison	Olson	U_8242_Simulator	-	-	Comments
Ian	Johnson	U_6008_Simulator	-	-	Comments
Uinda	Sweeney	U_8392_Simulator	-	-	Comments
Lori	Osborn	U_8244_Simulator	-	-	Comments
Nancy	Nelson	U_8237_Simulator	-	-	Comments
Rachel	Padawer	U_8246_Simulator	-	-	Comments
Roberto	Richards	U_8273_Simulator	-	-	Comments
Shane	Carlson	U_6007_Simulator	-	-	Comments

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

When you are finished, click Save. This returns you to the main menu. Information entered automatically updates Training Manager for tracking attendance and training completion. Any agents who do not attend and attend but do not complete the scheduled training, can then be rescheduled to take the training again if required.

You can select Main Menu at any time to return to the main home page.

Planner View

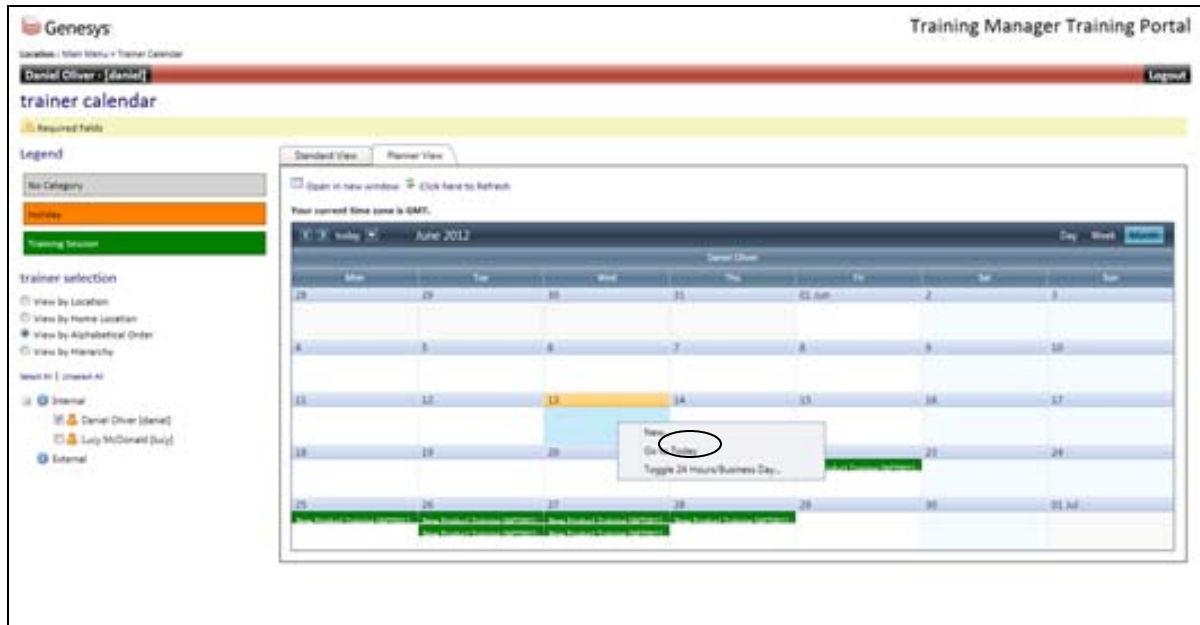
There is also the option to view any scheduled activity in Planner View.

Click the Planner View tab to view the information by Day, Week or Month (by default Day view will be presented). *Note – there must be session details in the Standard View to view information.*

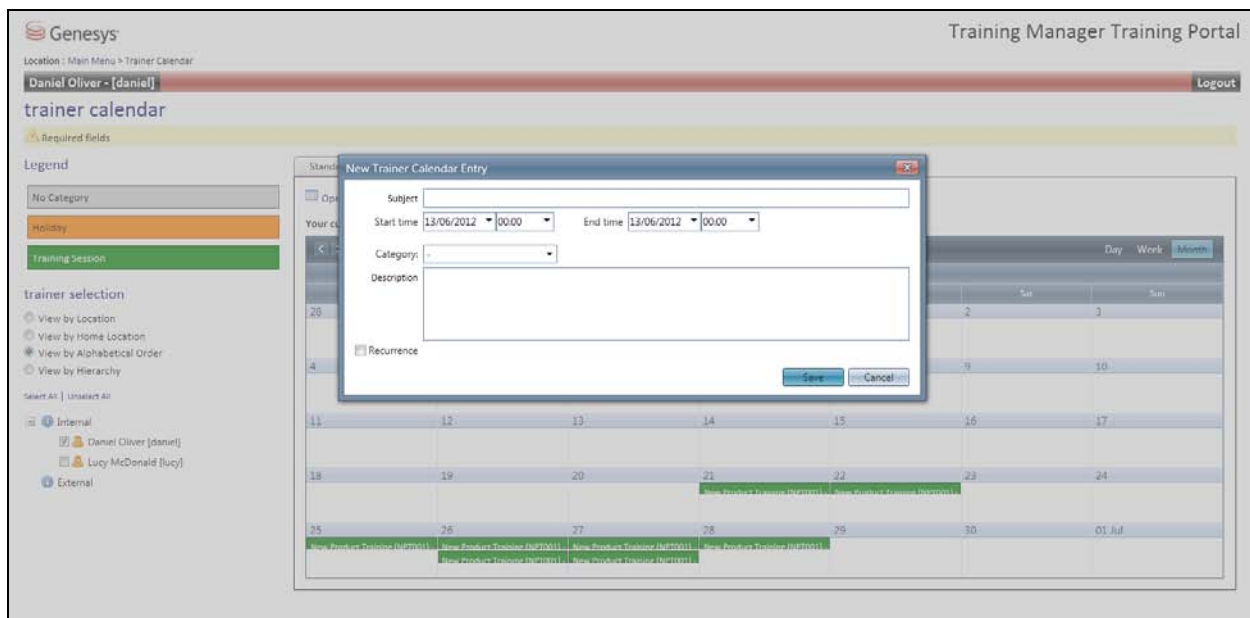
The screenshot displays the Genesys Training Manager Training Portal. The top navigation bar includes the Genesys logo, the location path 'Main Menu > Trainer Calendar', the user name 'Daniel Oliver - [daniel]', and a 'Logout' button. The main heading is 'trainer calendar'. Below this, there is a 'Required Fields' section and a 'Legend' section with color-coded categories: 'No Category' (grey), 'Holiday' (orange), and 'Training Session' (green). The 'trainer selection' section on the left allows filtering by location (View by Location, View by Home Location, View by Alphabetical Order, View by Hierarchy) and includes a list of trainers: 'Internal' (Daniel Oliver [daniel], Lucy McDonald [lucy]) and 'External'. The main calendar area shows a 'Standard View' tab and a 'Planner View' tab, with 'Planner View' circled. The calendar is for '28 May 2012' and shows a timeline from 8 AM to 4 PM. A callout box with arrows pointing to the 'Day', 'Week', and 'Month' view selectors contains the text 'Change the view as required.' The footer includes 'Genesys Training Manager Portal 8.1.1' and 'Copyright © 2012 Silver Linings Solutions Ltd. All Rights Reserved.'

Unavailable time can be entered directly into the webportal. Right-click in the planner window and select New.

Trainers can also select the Go to Today option to view the planner view in a 24-hour view.



When New Entry is selected, the New Trainer Calendar Entry template appears.



Complete the template as required and in this example unavailable time is being entered as holiday. The associated color for the entry is visible 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:

Start time: End time: ☒ All day

Category:

Description:

☐ Recurrence

Calendar Grid:

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 unavailable time being entered is for multiple days, click the Recurrence check box. This will give each day a separate entry in the Standard View. *Multiple days can be entered using the start time and end time but will only give one entry in the standard view.*

When Recurrence is selected, additional information is required.

In this example, the holiday is being entered for 4 days and therefore the option End after has been selected with an end date of 14/06/2012.

Genesys

Logout

Location : Main Menu > Trainer Calendar

Daniel Oliver - [daniel]

trainer calendar

Required fields

Legend

- No Category
- Holiday
- Training Session

trainer selection

- ☐ View by Location
- ☐ View by Home Location
- ☒ View by Alphabetical Order
- ☐ View by Hierarchy

Select All | Unselect All

- ☒ Internal
 - ☒ Daniel Oliver [daniel]
 - ☐ Lucy McDonald [lucy]
- ☐ External

Edit Trainer Calendar Entry

Subject: Holiday

Start time: 11/06/2012 08:30 End time:

Category: Holiday

Description: Authorised holiday

☒ Recurrence

- ☐ Hourly
- ☒ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Yearly
- ☐ Every 1 day(s)
- ☒ Every weekday

☐ No end date ☐ End after occurrences

Standard
Open
Your cu
<
28
4
11
Holiday
18
25
New Pro
New Product Training (NPT001) - New Prod

Genesys Training Manager Portal 8.1.1

The holiday will now appear in the Planner View as Holiday, with the color matching the Holiday key to the left.

The screenshot shows the Genesys Training Manager Training Portal interface. The user is logged in as Daniel Oliver. The main view is the 'trainer calendar' for June 2012. The calendar is in 'Planner View' and shows a grid of dates. A holiday is marked on June 14th, which is highlighted in orange. The legend on the left shows the color key for 'Holiday' (orange) and 'Training Session' (green). The calendar also shows training sessions for June 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, and 30th.

Changes cannot be made to any activity scheduled by Training Manager.

To make any changes to events that have been manually entered, right-click on the event and the option to edit or delete the entry will appear.

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

Genesys Training Manager Training Portal

Location : Main Menu > Trainer Calendar

Daniel Oliver - [daniel] [Logout](#)

trainer calendar

Required fields

Legend

- No Category
- Holiday
- Training Session

trainer selection

- View by Location
- View by Home Location
- View by Alphabetical Order
- View by Hierarchy

Select All | Unselect All

- Internal
 - ☒ Daniel Oliver [daniel]
 - ☐ Lucy McDonald [lucy]
- External

Standard View | Planner View

Open in new window Click here to Refresh

Your current time zone is GMT.

June 2012

Daniel Oliver

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	01 Jun	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	01 Jul

Editing a recurring appointment

☒ Edit only this occurrence
☐ Edit the series

OK Cancel

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Select Edit; the option to edit the occurrence or the series appears. In this example this is a recurring appointment. Select Edit only this occurrence to edit the selected date.

Genesys Training Manager Training Portal

Location : Main Menu > Trainer Calendar

Daniel Oliver - [daniel] [Logout](#)

trainer calendar

Required fields

Legend

- No Category
- Holiday
- Training Session

trainer selection

- View by Location
- View by Home Location
- View by Alphabetical Order
- View by Hierarchy

Select All | Unselect All

- Internal
 - ☒ Daniel Oliver [daniel]
 - ☐ Lucy McDonald [lucy]
- External

Standard View | Planner View

Open in new window Click here to Refresh

Your current time zone is GMT.

June 2012

Daniel Oliver

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	01 Jun	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	01 Jul

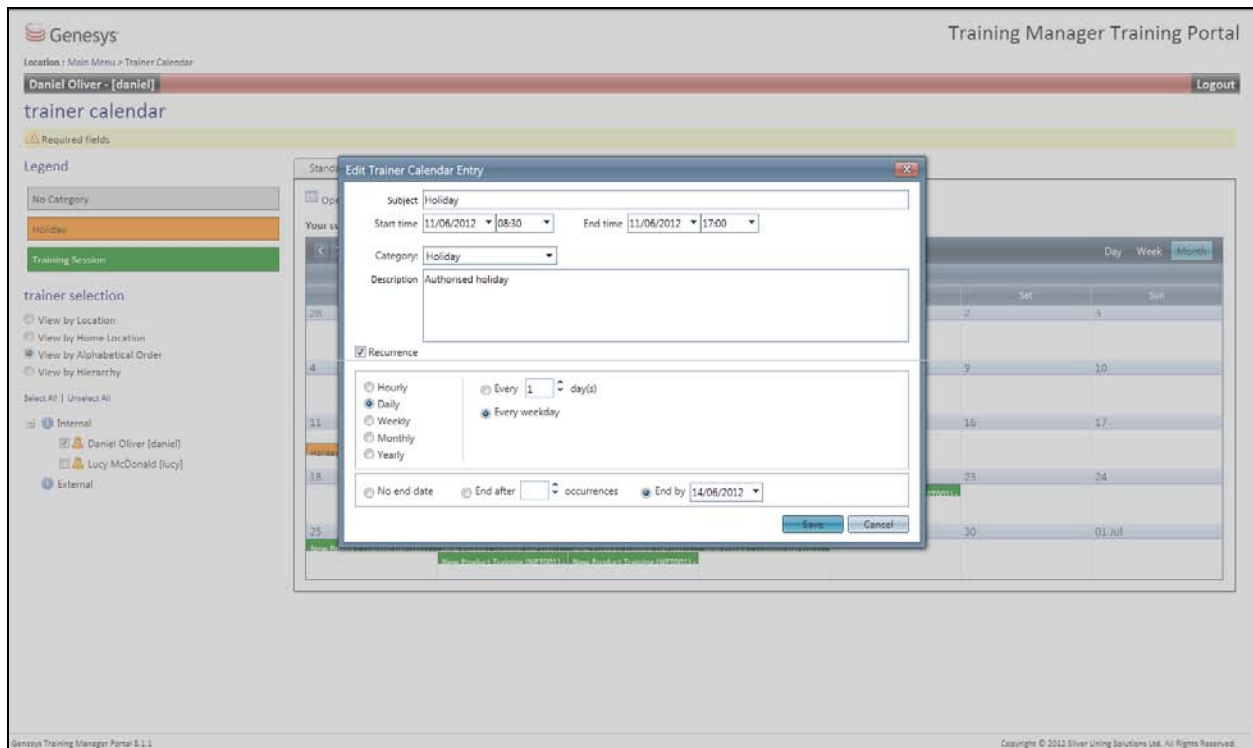
Editing a recurring appointment

☒ Edit only this occurrence
☐ Edit the series

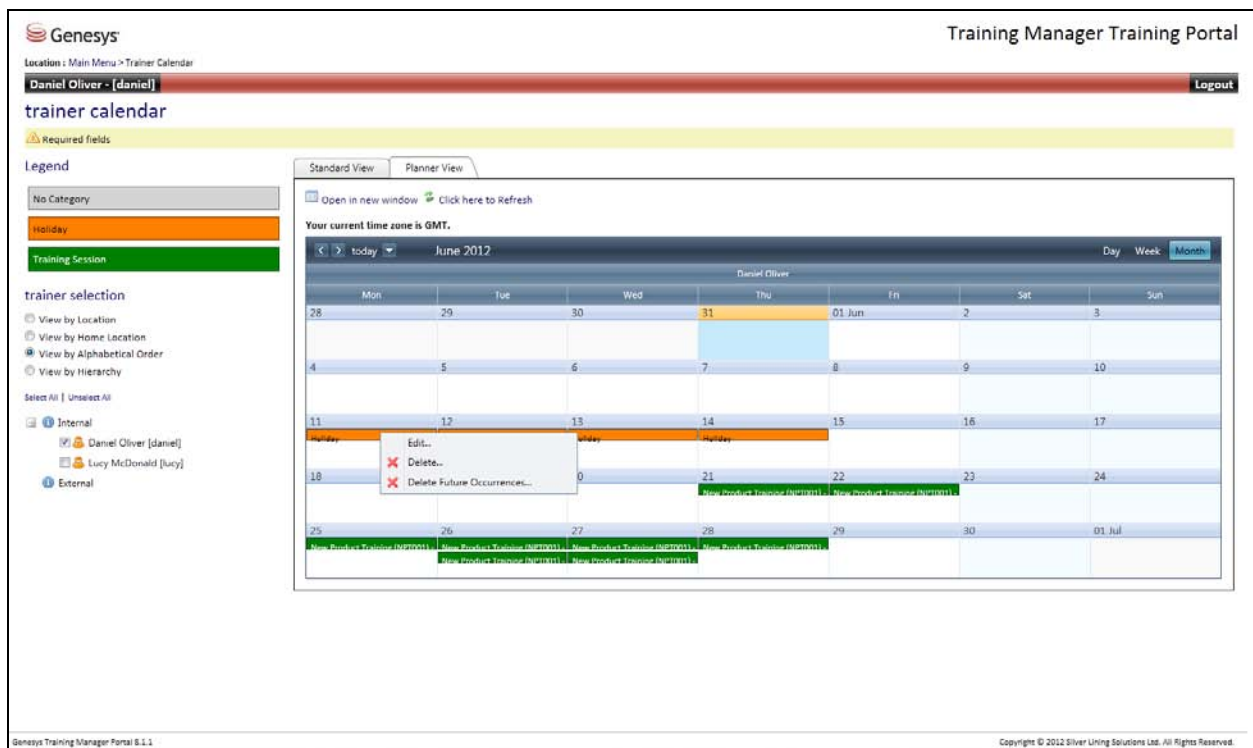
OK Cancel

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Select **Edit** the series to edit the original entry.



Select **Delete** to delete an individual date or **Delete Future Occurrences** to leave the existing date and delete all of the other associated dates.



Select Delete: Delete only this occurrence or Delete the series for all of the dates.

The screenshot shows the Genesys Training Manager Training Portal interface. The user is logged in as Daniel Oliver. The main section is the 'trainer calendar' for Daniel Oliver, displaying a monthly view for June 2012. A dialog box titled 'Deleting a recurring appointment' is open, asking the user to choose between 'Delete only this occurrence' and 'Delete the series'. The calendar shows various training sessions, including 'New Product Training (NPT001)' and 'Self Learning Time (SLT001)'. The left sidebar contains a legend and trainer selection options.

View other trainer's calendars

Trainers have visibility of their colleagues calendars by selecting view other trainer's calendars.

The screenshot shows the Genesys Training Manager Training Portal interface. The user is logged in as Daniel Oliver. The main section displays two panels: 'my options' and 'training roadmap'. In the 'my options' panel, the 'view other trainer's calendars' option is highlighted. The 'training roadmap' panel shows a list of training sessions, including 'New Product Training (NPT001)' and 'Self Learning Time (SLT001)'. The left sidebar contains a legend and trainer selection options.

Select which trainer(s) calendar to view from the list and click on Go to view the data.

Genesys Training Manager Portal 8.1.1

In the example below Lucy McDonald has been selected. *This information is read only and cannot be edited or changed.*

Genesys Training Manager Portal 8.1.1

Room Calendar

Click on room calendar to view any scheduled activity by room.

The screenshot displays the Genesys Training Manager Training Portal interface. At the top left, the Genesys logo is visible, along with the text "Location : Main Menu" and the user name "Daniel Oliver - [daniel]". At the top right, the text "Training Manager Training Portal" and a "Logout" button are present. The main content area features two side-by-side panels. The left panel, titled "my options", contains a list of menu items: "calendars", "trainer calendar", "view other trainer's calendars", "room calendar" (which is circled in red), "your working hours", "set your regular working hours", "settings", and "change your time zone". The right panel, titled "training roadmap", shows a timeline starting between 11 May 2012 and 11 Jul 2012, with a list of training items including "New Product Training (NPT001)", "Business Sponsors : A N Other", and "Self Learning Time (SLT001)". The bottom of the page contains the text "Genesys Training Manager Portal 8.1.1" on the left and "Copyright © 2012 Silver Link Solutions Ltd. All Rights Reserved" on the right.

Expand the room and location view, select either the location or room(s) and click on Go to view the activity within the date range.

Click on the bar to view any additional detail.

The screenshot displays the Genesys Training Manager Training Portal interface. At the top, the user is logged in as Daniel Oliver. The main section is titled 'room calendar' and includes a legend for event types: Scheduled, Completed, and Other. A sidebar on the left shows the 'rooms and locations' tree, with 'Manchester Room 1' selected. The main content area shows a calendar view for Manchester Room 1, displaying training events for the week of June 19-24, 2012. Each event is represented by a green bar with a time slot and a title. The events are as follows:

Date	Time	Event Title	Trainer	Room	Attendees	Max Seating
Tuesday, 19 June 2012	09:15 - 09:45 GMT (Daylight Savings)	New Product Training (NPT001) - Day 1 of 2	Trainer: Lucy McDonald	Room: Manchester Room 1	Attendees: 3	Max Seating: 6
Wednesday, 20 June 2012	09:15 - 09:45 GMT (Daylight Savings)	New Product Training (NPT001) - Day 2 of 2	Trainer: Lucy McDonald	Room: Manchester Room 1	Attendees: 3	Max Seating: 6
Thursday, 21 June 2012	11:00 - 11:30 GMT (Daylight Savings)	New Product Training (NPT001) - Day 1 of 2	Trainer: Daniel Oliver	Room: Manchester Room 1	Attendees: 3	Max Seating: 6
Friday, 22 June 2012	11:00 - 11:30 GMT (Daylight Savings)	New Product Training (NPT001) - Day 2 of 2	Trainer: Daniel Oliver	Room: Manchester Room 1	Attendees: 3	Max Seating: 6
Saturday, 23 June 2012	07:00 - 07:30 GMT (Daylight Savings)	New Product Training (NPT001) - Day 1 of 2	Trainer: Lucy McDonald	Room: Manchester Room 1	Attendees: 3	Max Seating: 6
Sunday, 24 June 2012	07:00 - 07:30 GMT (Daylight Savings)	New Product Training (NPT001) - Day 2 of 2	Trainer: Lucy McDonald	Room: Manchester Room 1	Attendees: 3	Max Seating: 6

The footer of the page indicates the version is Genesys Training Manager Portal 8.1.1 and includes a copyright notice for Silver Lining Solutions Ltd.

Set your regular working hours

Make any changes to working hours in the webportal.

The screenshot shows the Genesys Training Manager Training Portal. The user is Daniel Oliver. The 'my options' menu is open, and 'your working hours' is highlighted with a red circle. The 'training roadmap' section shows training items starting between 11 May 2012 and 11 Jul 2012.

Genesys Training Manager Training Portal

Location : Main Menu

Daniel Oliver - [daniel] Logout

my options

- calendars
 - trainer calendar
 - view other trainer's calendars
 - room calendar
- your working hours**
 - set your regular working hours
- settings
 - change your time zone

training roadmap

Starting between 11 May 2012 and 11 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
- Sell Learning Time (SLT001)
- 18 Jun 2012 - 30 Jun 2012

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Use the drop down boxes to make any changes and click on Save.

The screenshot shows the 'Set Your Regular Working Hours' page in the Genesys Training Manager Training Portal. The user is Daniel Oliver. The page displays a table for setting working hours by day of the week, with drop-down boxes for Start Time, End Time, Earliest Lunch Start, and Latest Lunch End. A 'Save' button is at the bottom.

Genesys Training Manager Training Portal

Location : Main Menu > Set Working Day Defaults

Daniel Oliver - [daniel] Logout

Set Your Regular Working Hours

Information

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

Day Of Week	Start Time	End Time	Earliest Lunch Start	Latest Lunch End
Monday	07:00	19:00	11:00	14:00
Tuesday	07:00	19:00	11:00	14:00
Wednesday	07:00	19:00	11:00	14:00
Thursday	07:00	19:00	11:00	14:00
Friday	07:00	19:00	11:00	14:00
Saturday	07:00	19:00	11:00	14:00
Sunday	07:00	19:00	11:00	14:00

Save

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Training Roadmap

The training roadmap is displayed in the right-hand window, and contains the latest training activity.

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

The screenshot shows the Genesys Training Manager Training Portal. The user is Daniel Oliver. The interface includes a 'my options' section with links to calendars, working hours, and settings. The 'training roadmap' section displays a list of training activities starting between 11 May 2012 and 11 Jul 2012. A bracket on the right side of the roadmap section indicates the list of activities.

my options

- calendars
 - trainer calendar
 - view other trainer's calendars
 - room calendar
- your working hours
 - set your regular working hours
- settings
 - change your time zone (your current time zone is GMT)

training roadmap

Starting between **11 May 2012** and **11 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

The training is color coded based on the status indicators.

Training Manager Training Portal

Location: Main Menu > Training Roadmap

Hello, David Hill [Logout](#)

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

Training Session	Start Date
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 drop-down menu.

Training Manager Training Portal

Location: Main Menu > Training Roadmap

Hello, David Hill [Logout](#)

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

Training Session	Start Date
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 with the Trainer.

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.

The screenshot displays the Genesys Training Manager Training Portal. At the top, the Genesys logo is on the left, and "Training Manager Training Portal" is on the right. Below the logo, the user's location is shown as "Main Menu > Training Roadmap". The user's name, "Alice Talbot - [alice]", is displayed in a red bar, with a "Logout" button on the right. The main heading is "training roadmap".

Below the heading, there is a "Required fields" section. A "Legend" section on the left explains the status color-coding:

- Unscheduled** (Red icon): Events awaiting scheduling
- Scheduled** (Green icon): Events partially or fully scheduled
- Completed** (Blue icon): Events no longer requiring action
- Other** (Yellow icon): Other calendar entries

A "Show All" link is at the bottom of the legend.

On the right, there are filters for "Start Date" (25 May 2012), "End Date" (25 Jun 2012), and a "Sort By" drop-down menu (set to "Date") with a "Filter" button. The "Sort By" dropdown is circled in red.

The main content area shows two training sessions:

- New Product Training (NPT001)** (Green bar): Scheduled for Monday, 18 June 2012. Details include:
 - Description & Objectives:** This training has been scheduled in time for a new product release on 1st November.
 - Business Sponsors:** A N Other
 - Stakeholders:** A N Other
 - Additional Notes:** Additional Notes
- Self Learning Time (SLT001)** (Green bar): Scheduled for Monday, 18 June 2012.

At the bottom, the footer shows "Genesys Training Manager Portal 8.1.1" on the left and "Copyright © 2012 Silver Link Solutions Ltd. All Rights Reserved." on the right.