



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Genesys Training Manager allows organizations to create, manage and schedule multiple agent training activity, team meetings and one to one's, automatically in WFM, controlling any performance impact.

Training Manager uses business configurable performance constraints to identify the optimum time to schedule training and / or meetings, taking into account the required resource availability.

The training scheduling process can include any combination of agent, room and trainers, with the agent availability taken directly from WFM. A training portal is provided as standard which individuals, with the exception of agents, use to keep their un-available time up to date. Training Manager takes into account this unavailable time together with their working hours to schedule in any training or meeting activity. Team meetings and One to One's are scheduled automatically, taking into account the manager's availability.

The browser based training portal provides visibility of the scheduled training and meeting activity and includes any other details available i.e., reason for the training, which room, which trainer and any pre training work if required etc. The trainer updates attendance via their online attendance register, which they access directly through their training portal. This automatically updates Training Manager with attendance and any non-attendance for rescheduling giving visibility of how close to completion the required training activity is.

New Features in Release 8.1.x

The following changes have been made to Genesys Training Manager in release 8.1.134

- Modifications were made to optimize performance.
- An issue was corrected that previously permitted managers to be booked for meetings on days they were not scheduled to work.
- Issues were corrected related to scheduling recurrence of 1:1 meetings.

The following changes have been made to Genesys Training Manager in release 8.1.1

- Timezone support has now been added to Training Manager and Portal, including the ability to book training and meeting sessions over midnight.
- A new utilisation report has been added to Portal in order to display how much trainers and rooms are used.
- Clash detection now present more detailed and structured information.
- Genesys Training Manager now has support for suppressing Genesys WFM warning messages. This includes a report in portal to allow administrators to review and unsuppress suppressed warnings.
- It is now possible to schedule training keeping WFM teams together within training sessions.
- It is now possible to write exceptions into the Genesys WFM Calendar from within Training Manager.

The following changes have been made to Genesys Training Manager in release 8.1.0:

- Training Manager now has an updated 'Look and Feel.'
- The main menu structure has been changed slightly with the 'Selection & Exclusion' option, now situated under 'Configuration.'
- Hints are provided as standard in the Sub Menu.
- There is now the option to update and exclude Dates and Users as part of the training request process.
- The training Scheduler structure has changed with a separate tab now for 'Interruptible Activities' and clearer defined tab names.
- Configurable performance constraints now includes the option to schedule training requests or meeting requests using % rather than an absolute figure. There is also the additional option of being able to use the 'Required' figure or the 'Calculated' figure against the Site or Activity coverage tolerance.
- Scheduling training and meetings has the option to be scheduled at either Activity or Site level.
- Training can be scheduled "Over Midnight."
- There is now the ability to View any created Training Sessions whilst Training Manager is still 'Searching.'
- Multiday training sessions are displayed in the training portal together with which day of the training it covers.
- Booking Categories can be configured to identify if they are working time.
- Trainers can be configured to identify what day of the week on which they start work.
- The process to associate Managers to their Teams is now done by location.
- An activity report is available to view Team Meetings and 1:1's that have been scheduled
- Team Meetings and 1:1's are configured around the team manager rather than the team.
- There is a manual option available for scheduling team meetings and 1:1's.
- Granting Training Manager Portal access has been updated.
- The option to grant user's access to the Webportal has changed.
- Skillsassess mapping has been changed.
- Genesys exceptions are now selected and mapped via a drop down box.
- There is the option to view trainers by their 'Home Location' as a submenu option.
- There is now the option when viewing activity scheduled in the 'Planner View', to have the information presented in a separate window.
- The multiple trainers report view in Training Portal has changed.
- There is now an ability to block book new events in the Training Portal rather than user recurrence.
- There is a quicker calendar search option.

Directories on This CD

documentation

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

GenesysTrainingManager

Contains the installation files for the software.

Documentation

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

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

[Return to Top](#)

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Care Program Guide](#). Please tell the Technical Support representative that you are a Genesys Training Manager 8.1 customer.

Licensing

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

Supported Operating Environment Information

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

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

[Return to Top](#)

Legal Notices

Copyright

Copyright Silver Lining Solutions Limited, licensed to and distributed by Genesys Telecommunications Laboratories, Inc.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc., in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your technical support representative if you have any questions.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

[Return to Top](#)