Genesys Engage On-Premises Use Cases

Genesys Skills Assessment (EE13) for Genesys Engage on premises

5/13/2026

Automate employee skills and capability assessment

What's the challenge?

To match customers with the most appropriate agents, you need an accurate assessment of employee skills. This challenging-but-necessary task can be complicated by internal processes. As you align with HR and operations to reduce costs, your reduced visibility to organizational skill sets can impact customer experience.

What's the solution?

Automate employee skills and capability assessments to measure, manage and develop individual skills. By reducing knowledge gaps in your workforce with targeted, self-paced training and clear coaching insights, you can provide a more consistent customer experience across all channels.

Contents

Use Case Overview

Story and Business Context

As a base functionality, Performance DNA enables organizations to measure, manage, and develop employee skills and capability. Online knowledge assessments and feedback surveys are created within the system and are used to benchmark employee core knowledge. Learning items such as audio & video files, slide decks, documents, and webpages can be attached to Performance DNA assessments to address any knowledge gaps and ultimately improve employee capability.

Data is captured and maintained electronically while in-system reports provide real-time updates on activity completion and results. Learning items can then be delivered in a targeted manner, to address skills and capability gaps identified by Performance DNA, instead of using a generic "one-size-fits-all" approach.

Performance DNA provides:

- **Clearly defined and validated skills & capability blueprint** – Performance DNA blueprints align with HR, L&D, and Operations. Employee skills and capability data are captured electronically and retained in-system.

- **Increase speed to competency** – Self-paced learning and assessment programs can be deployed for new hires or existing employees to improve their speed to competency. Blueprints identify actual skills and capability levels among employees across the organization. Learning items can be targeted at addressing gaps quickly and effectively.

- **Enterprise employee optimization journeys** – Creation of individual employee development journeys provides clear visibility of the skill levels of all employees across the enterprise.

- **Reduced L&D cost** – Targeted development reduces costs associated with a "one size fits all" learning strategy. Online learning and assessments reduce over-reliance on classroom training and manual processing of attendance and results. Classroom training can be limited to employees who fail online learning and assessments. Digitalized assessments and reports cut back on trainers' administrative workload, allowing them to focus on their core duties.

- **Standardized employee service to customers** – Similarly skilled and capable employees are more likely to provide consistent experience to customers, maintaining similar resolution rates and handle times.

- **Record management, governance and certification** – Training and coaching data such as completion, results, and analysis are stored in a single centralized source, reducing manual processing time, omissions, and errors. System-generated reports improve governance function and align with the requirements of ISO9001 and COPC CSP Standard.

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line:

Use Case Benefits	Explanation
Improved Agent Competency	Comprehensive management of individual skills, capabilities and learning & development plans dramatically improves agent competency.
Improved Customer Experience	Individualized training focused on skills and capabilities needed to deliver high performance improves the customer experience.
Improved Employee Utilization	Individualized development plans reduce overall training & development costs and time spent in training leading to improved employee utilization.
Reduced Administration Costs	Online administration and management of assessments and learning & development including employee self-management reduces administrative overhead, effort and cost.
Reduced Employee Attrition	Employees who are provided with clearly defined, personalized training plans and career paths feel more valued and are less likely to leave.

Summary

Skills and capability can be assessed by importing historical data from previous activities conducted by the business, most notably by the learning and development team. Alternatively, or additionally, Performance DNA has a built-in assessment designer that can create multimedia-rich assessments. These include knowledge test, skills verification, scenario or situational assessments, aptitude tests and feedback surveys.

Once skills and capability data has been consolidated in Performance DNA, organizations can quickly and accurate identify highly skilled and capable employees across the enterprise for any given role. Their "blueprint" can be used as a benchmark for comparing skills and capability of other employees, teams, departments, outsources, or subsidiaries.

Use Case Definition

Business Flow

The following diagram shows the business flow of the use case:

Business and Distribution Logic

Business Logic

The business user needs to pre-define the assessments to be used for the baseline agent skill and capability benchmarking.

Business rules must be set up up to auto-assign the designated assessments to the targeted focus
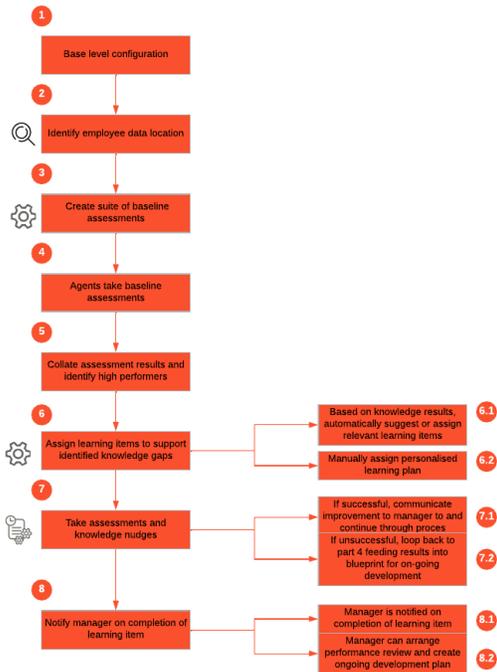
Business Flow Description

1. Performance DNA has been provisioned andconfiguration has been completed in the cloud

2. Locate Employee Data from HR file extract, and or WFM, including First Name, Last Name, Employee ID, and Team Information. Configure Org Data to import HR information daily. For configuration details see the Performance DNA Admin guide.

3. Create or modify a suite of baseline assessments.

4. Agents complete a suite of baseline assessments.

5. Collate Assessment results to provide holistic knowledge and capability measurement.

6. Assign Learning Items to support agent progression:

   - Based on Knowledge results, automatically suggest or assign relevant Learning Items.

   - Manually assign a personalized learning plan.

7. Agents to complete the Assessments and Knowledge Nudges assigned to them.

   - If successful, communicate improvement to Manager and continue through the process.

   - If unsuccessful, repeat part 4, for ongoing development and feeding results into the DNA blueprint.

8. Notify the manager on the completion of the Learning Item and arrange a performance review and create ongoing development plans for the agent.

groups.

Rules must be set up to provide remedial learning if the agent scores below a certain baseline assessment target score.

Distribution Logic

N/A

User Interface & Reporting

Agent UI

Agents and supervisors access the Performance DNA UI with a supported browser. There is no Java in this UI. See Supported Operating Environment Guide for specific browser support.

Reporting

Real-time Reporting

N/A

Historical Reporting

The Genesys PDNA product contains a number of out-of-the-box reports. See the Skills Assessor (PDNA) Administration Guide for details.

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	None	None	None

General Assumptions

- Performance DNA solution is offered to On-Premise customers from a Standalone Cloud in a Cloud-only supporting Hybrid Architecture.
- Performance DNA required a minimum of 200 agent seats are required to deploy a local standalone (independent) instance.
- KPI/Org data availability is mandatory for setting up the Performance DNA base configuration.

Customer Responsibilities

Customer to provide HR data on each employee. The following data is required as a minimum:

- Unique identifier (Employee ID or other)

- Personal Identifiers: First and Last Name, Job Role, Induction Start Date, On-the-Job Start Date, Email address

- Hierarchy Identifiers: Training Group, Team, Department / Business Unit, Site / Center, Company

- Reporting Identifiers: Reporting Manager unique identifier, Reporting Manager Name

- Optionally, customers can provide a historical skills and capability data, by employee and *activity. Skills and Capability data must include the following:

  - Unique identifier (Employee ID or other)

  - Activity identifier: Activity title, Activity type, Category, Date assigned, Date completed

  - Results identifier: Total Score, Achieved Score

  - Breakdown of score by question and answer (if necessary)

Document Version

- Version **v 1.0.3** last updated **May 13, 2026**