Genesys Engage On-Premises Use Cases

Genesys Compliance Certification (EE19) for Genesys Engage on premises

2/11/2026

Deploy enterprise wide certification programs and fulfill regulatory compliance

What's the challenge?

Companies struggle to effectively certify employees and comply with regulatory requirements.

What's the solution?

Easily build, change, and manage employee certification, and report results across all your resources.

Contents

Use Case Overview

Story and Business Context

This use case builds on the Performance DNA base use case, Genesys Skills Assessment (EE13) for Genesys Engage on premises, to help organizations fulfill compliance regulatory requirements and build certification programs they can quickly deploy across the enterprise, including:

- **Ability to comply with regulatory requirements** – The ability to measure and report compliance to regulatory bodies with ease.

- **Building a comprehensive certification program** – The ability to easily build, change, and manage an employee certification program and track each employee's progress.

- **Lowering operating cost for compliance** – A platform to quickly and cost-effectively deploy a compliance/certification program across the enterprise.

- **Real-time reporting** – The ability to report in real time across individuals, teams, or business units on compliance levels. Gap analysis reporting to pinpoint additional focus areas for training and coaching.

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	Easily build, change, and manage a comprehensive employee certification program and track each employee's progress
Reduced Administration Costs	Report on compliance to regulatory bodies easily and cost effectively.
Reduced Penalties and Fines	Report in real time on compliance levels to quickly identify and address gaps, reducing the risk of penalties and fines for non-compliance.

Summary

Provides the ability to design and implement a certification or compliance program across the enterprise, targeted at each individual employee. Real-time reporting provides detailed analysis on completion and identifies any gaps in capability.

Use Case Definition

Business Flow

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

Business Flow Description

1. Complete Performance DNA base configuration, including:

    - Complete .

    - Complete branding of application in line with the customer's brand, including fonts, colors, and logos.

2. Create or modify a suite of certification assessments, building certificates to be assigned to successful employees.

3. Agents complete a suite of certification assessments.

4. Collate Assessment results.

    - Unsuccessful attempts can be automatically reset.

    - Additional supporting learning items can be assigned.

5. Manager is notified on completion and can review results and arrange coaching or additional learning.

6. On completion, the certification report is updated with the names and dates of certified employees.

Business and Distribution Logic

Business Logic

The business user:

- Predefines the assessments to be used for the compliance or certification program.
- Sets up business rules to auto-assign the designated assessments to the agent target group.

Distribution Logic

N/A

User Interface & Reporting

Agent UI

Agents access the Performance DNA Web UI with a supported browser. 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
Workforce Engagement • Genesys Skills Assessment (EE13)	None	None	None

General Assumptions

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

Document Version

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