Overview:
Performance DNA is one of the components of Genesys skills management that allows companies to use a combination of online tests, self assessment, and observational feedback to assess the level of agent skills across their contact centre. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses and so on.

The Performance DNA 9.0 Administration (PDNA9-ADM) course provides students with skills needed to plan, install and configure Performance DNA in version 9. Using hands-on labs and demonstrations, students will learn to install and configure Performance DNA and its components. Students will also learn about integration with the Genesys Workforce Manager.

Availability:

<table>
<thead>
<tr>
<th>Method:</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration:</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing:</td>
<td>TUs</td>
</tr>
</tbody>
</table>

Course Objectives:

Understand What Performance DNA is and how it works
- Gain practical experience of using performance DNA
- Create and distribute assessments
- Understand OrgData and how it working with Performance DNA

Target Audience:
The Performance DNA course is intended for
- Contact center managers, supervisors, and other business users responsible for creating assessments, providing feedback and monitoring contact center efficiency.
- System Administrators and Technical Operators with job functions involving Performance DNA system applications, configuration, maintenance, operation, and/or deployment.

Software Version:
The Course uses Performance DNA 9.0

Course Prerequisites:
Workforce Management 8.5 Operation

Course Outline:
Course Overview
- Introduction to performance DNA
- Installation
- Performance DNA

© January 2019 Genesys University
Learn more at www.genesys.com/training
Genesys Performance DNA
PDNA90-ADM

- Navigation and user Interface
- OrgData
- Assessments
- Reporting
- DNA
- PDR
- Appendix A- Troubleshooting

Course Review