



NuSkills™

NuSkills is the skills management solution that enables contact center managers to quickly assign skills to agents now and in the future, ensuring that the right agents handle the right calls at the right time.

An effective complement to, and fully compatible with, the workforce management and skills-based routing capabilities available in the Genesys Customer Experience Platform, NuSkills adds an extra layer of intelligence and logic, simplifying the process of creating and managing skills assignments, ensuring that agents have the skills needed to meet new business imperatives or time-specific events such as high loads or promotions.

NuSkills significantly reduces the complexity and effort associated with producing skills assignments, replacing labour-intensive and error-prone manual processes with an automated approach to skills-based planning. Leveraging data about skills, agents, agent groups, and business units from Genesys Configuration Server, NuSkills uses an intuitive web-based interface to create skills-based assignments that ensure agents with the right skills receive routed calls.

NuSkills organizes required agent skills into reusable profiles that can be assigned to agent groups or individual agents immediately or on an ongoing basis. Standardized skills profiles enhance efficiency when creating skills assignments, allowing the contact center manager to save time and avoid manual entries (and the errors that often accompany them).

With the ability to automate skills assignments now and in the future, NuSkills enables contact center managers to perform intricate skills management during regular office hours. The time saved using NuSkills can be applied to addressing critical business challenges such as providing a consistent customer experience; finding, hiring, and retaining the right employees; and optimizing contact center resources, ultimately contributing to the bottom line.

NuSkills provides an effective complement to the workforce management and skills-based routing capabilities available in the Genesys Customer Experience Platform

Skills Profiles

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PROFILE	REFERENCED BY	DESCRIPTION	
Outbound_Sales			
Inbound_Sales			
Retention			
Front_Line_Support			
Autumn_Promo	New_assignment	Fall marketing promo	
Monday_Passwords	New_assignment		



NuSkills™

Ensuring that the right agents handle the right calls at the right time.

KEY FEATURES

Skills profiles

- Group together those skills and skill levels corresponding to the knowledge, abilities or training required for a given agent group, business unit, or task
- Reuse profiles across assignments and tune as business needs change
- Save time while eliminating opportunities for manual errors

Assignment automation

- Match target skills profiles with skills requirements to generate skills assignments for individual agents and agent groups

Flexible scheduling

- Assign skills to agents and agent groups:
 - Immediately (e.g., critical/urgent situations)
 - In the future (e.g., promotions, new agent training)
 - On a recurring basis (e.g., predictable peaks (Monday password resets, etc.); agent/group rotation)

Simulation

- Validate skills assignments before they are published
- Answer questions such as:
 - Do agents have the skills that allow them to be part of an agent group?
 - Are any group members missing the appropriate skills?
 - Has an agent or group been double-assigned?
 - Is an agent part of any group at all?

Role-based access control

- Leverage account details from Genesys, including user access rights to provide support for multiple users

Multiple business units

- Support multiple business units and contact centers, limiting access rights and authoring to associated administrators defined in Genesys

Intuitive user experience

- Assemble skills profiles, create skills-based schedules, and validate agent and group assignments with a few clicks of a mouse

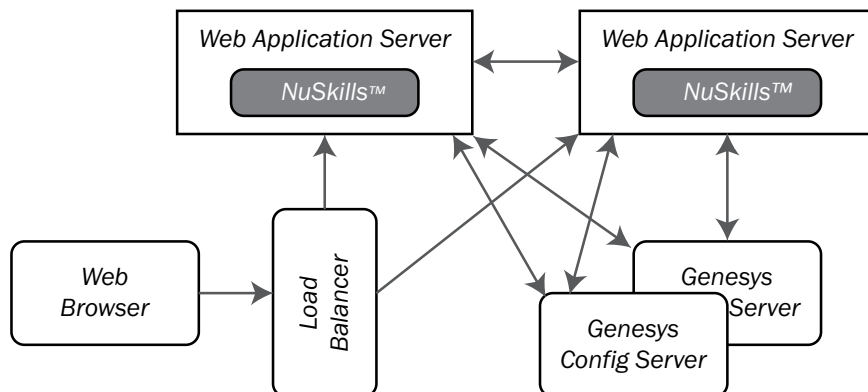
Other features

- Graphical user interface (GUI)
- Web-based application
- High availability (clustering)

SYSTEM REQUIREMENTS

- Genesys Configuration Server
 - Administrator access required
 - Support for clustered Genesys Config Servers
- Java web application server
 - IBM Websphere, Oracle Weblogic, Jetty, Apache Tomcat
- Compatible with latest versions of all major browsers
 - Google Chrome, Internet Explorer 8+, Firefox

SOLUTION ARCHITECTURE



MORE INFORMATION

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