Genesys Skills Assessor
With Genesys Skills Assessor, organizations will realize an optimized skills management environment that ensures the right interaction is handled by the right employee at the right time.

Genesys Skills Assessor Takes the Guesswork Out of Improving Customer Service

Knowing what skills your customer service agents do or don't possess is critical in matching the right agent with the right customer. In fact, successfully identifying and addressing employee skills gaps can mean the difference between a customer having a positive experience or leaving for the competition.

Genesys Skills Assessor takes the guesswork out of assessing agent skills and matching them with customer needs. Proactive assessment through targeted online tests lets companies nip skills deficiencies in the bud; integration with other observational and performance systems ensures a 360-degree view of employee performance; and a tight integration with the Genesys Customer Interaction Management platform ensures the right skill levels are accurately maintained.

Inability to Adequately Address Skills Gaps Dooms the Customer Experience

Even when companies try to identify skills gaps through traditional quality assurance programs, their efforts are undermined by tools that aren’t integrated with the systems needed to achieve a 360-degree view of an employee. The result? Skills data that’s incomplete—or worse—inaccurate. What’s more, those organizations that are unable to identify agent skills gaps frequently use their resources inefficiently by providing more training than employees need.

This combination of factors — poor identification of skills, inability to pull skills-related data from key systems, and inability to update skills for accurate skill-based routing — creates a perfect storm for providing a disappointing customer experience.

Maximize Training Resources and Bring Skills Up to Date with Genesys Skills Assessor

With Genesys Skills Assessor, organizations can turn a weakness into a strength by allowing the organization to stay current on customer service skills, identify gaps in those skills, and correct them in the most efficient manner possible. When integrated with the Genesys Training Manager, Genesys Skills Assessor is a key component of a closed-loop in which agent skills can be constantly assessed, analyzed, and improved.

Further, by integrating Genesys Skills Assessor with systems such as quality management, CRM, or HR systems, companies can pull together all of the latest information on employee performance to identify and address their skills gaps.

Genesys Skills Assessor helps companies proactively address potential skills gaps while also maximizing training resources. That might mean pushing assessments in the form of brief tests—in formats ranging from videos to multiple-choice quizzes to long-form essay questions—that enable the system to automatically accumulate insight into agents’ current skills gaps. Plus, Genesys Skills Assessor can automatically deliver “knowledge nudges” after training has been completed as learning reminders. Providing these tidbits of information about new products, services, or features will help agents to better meet customer requirements.
And the application’s ability to assess skills is not limited to just the contact center. Genesys Skills Assessor enables an organization to create skills DNA profiles for each job role, product, or service line. From sales to order processing to the contact center, you’ll know what the must-have and nice-to-have skills are, who has those skills, and be able to match the right people with your customers’ needs.

**Rich Feature Set Helps Companies Satisfy and Retain Customers**

Genesys Skills Assessor gives your team leaders, supervisors, and training department the tools it needs to assess and address the employee skills gaps that may be holding your company back. It lets them easily build tests that can be pushed to employees to gather valuable data on their current skill sets. It also gives them a single view of employees that ensures their decisions are based on a 360-degree picture of employee performance. Plus, convenient dashboards provide statistical snapshots of employee improvements and falloffs.

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With such a rich feature set, it’s no surprise that Genesys Skills Assessor delivers a range of benefits that will help companies satisfy and retain their customers. A sampling:

- Automated tests and knowledge nudges result in a more efficient use of training resources, as well as reduced drag on employee productivity;
- Earlier identification of skills gaps enables companies to boost agent performance before it becomes a problem, further improving training efficiency;
- Constant skills assessment, coupled with integration with key systems, ensures that organizations have current and accurate insight into employee performance; and
- More accurate pairing of agent skills with customer needs creates more confident customer service agents and an improved customer experience.

More Capable and Skilled Employees = More Satisfied Customers

With its powerful feature set and built-in intelligence, Genesys Skills Assessor helps companies make sure their employees possess the skills they need to best address customer requirements.

By providing proactive skills assessments that maximize training resources, achieving a 360-degree view of employee performance through integration with key applications, and keeping decision makers aware of employee performance improvements, Genesys Skills Assessor helps organizations deliver more effective and efficient service.

Ultimately, that translates to more capable employees and more satisfied customers. In an era of rising business complexity and increased competition, those are elements no company can do without.