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FOR IMMEDIATE RELEASE

## ***Genesys partners with Silver Lining Solutions to launch 'Genesys Training Manager' and 'Genesys Skills Assessor' at Call Centre Expo 2009.***

*The two new Genesys modules allow Genesys Workforce Management customers to automatically build, schedule and manage highly-targeted training plans in master schedules based on individual staff training needs. This makes Genesys the first and only WFM offering to meet this market need. By improving employee performance through better training businesses can increase customer satisfaction and agent engagement, which ultimately can lead to better business performance overall.*

**CALL CENTRE EXPO 2009, UK** - Silver Lining Solutions, one of the UK's leading provider of skills management solutions for contact centres, announced today it has entered into an OEM (Original Equipment Manufacturer) agreement with Genesys Telecommunications, the world's leading provider of software for customer service. The OEM agreement will allow Genesys to incorporate the technology into its Workforce Management suite and offer two new modules: 'Genesys Training Manager' and 'Genesys Skills Assessor' and offer them alongside Genesys Workforce Management as an end-to-end Workforce Optimisation solution.

### ***How It Works...***

***Genesys Training Manager*** - allows contact centres to automatically build, schedule and manage multiple agent training plans in Genesys Workforce Management. Each training plan can automatically schedule different types and amounts of training for individual agents based on service level impact and agent, trainer and training room availability.

- Automatically builds customised training plans in Genesys Workforce management taking into account agent training needs, service level impact and agent, trainer and classroom availability.
- Provides agents, trainers, team leaders and training teams with an online view of the training scheduled in Workforce Management - trainers can also register who attended training, while missing agents can be automatically re-scheduled in WFM.
- Can be linked to Learning Management Systems to push eLearning courses to agents at scheduled times.

**Genesys Skills Assessor** - provides a range of online skills assessment, Quality Management and observational feedback tools, identifies the skills affecting agent performance to optimise training and automatically updates agent skill types and skill levels stored in the Genesys CME call routing database.

- Combines objective and subjective 360 degree assessment results with staff performance data from Genesys, CRM, HR and legacy quality management systems to identify individual staff skill levels and exact training needs - or their 'skills DNA'.
- Automatically updates the Genesys CME call routing database with up-to-date, highly accurate agent skill level information - supporting virtualisation and skills-based routing optimisation.

"This is a significant milestone for Silver Lining Solutions," said James Pratt, Managing Director, Silver Lining Solutions "In the year we've also won **Best Product at Call Centre & Customer Management Expo 2009**. Last year we spotted a gap in the Workforce Optimisation Market for an integrated skills and training management solution and Genesys is our first integration partner. This need for an integrated solution into Workforce Management is due to most call centres still having a 'one size fits all' training strategy for their staff and plan training on spreadsheets. In this current economy the key is to create more effective training based on individual needs based on skills gaps which can in turn be rapidly connected to legacy systems such as eLearning, HR, CRM etc to deliver Optimised Training Schedules. In addition we discovered there are many different analytical tools out there in the market, but what customers really want is a 'fix-it' solution that helps them solve problems - not just show them where problems are."

He added, "We launched the Genesys-integrated Skills Manager solution at the G-FORCE Genesys customer event in Barcelona in June of this year, having already sold the solution to one of Genesys' largest contact centre customers in Europe, with 12,000 seats. The interest shown from other Genesys customers across the world is growing fast, supported by Genesys' sales and marketing resources."

"We believe this is a big leap for the market," said Merijn te Boon, VP Product Management and Strategy, Genesys " We took this step based on customer input. We identified the right technology from our partner Silver Lining, licensed the technology and incorporated it into these two new modules in order to address the specific customer demand."

Genesys is launching the solution globally across North America, Europe, Middle East and Africa, then later in 2010 the Asia Pacific region.

#### **General Availability**

Genesys Training Manager is generally available immediately and Genesys Skills Assessor will be available within the next 60 days.

### **About Genesys Workforce Management**

Genesys Workforce Management enables users to forecast, schedule and track workforce performance in multi-site and multi-channel environments. It includes intra-day management, real-time adherence and an out-of-the-box API for integrating with third-party applications, such as human resources, payroll or performance management. It handles inbound and outbound calls, email, chat/IM, as well as back-office tasks and work items. Genesys WFM latest release 7.6.1 includes many new capabilities such as:

- Profile Scheduling – that allows users to easily and more accurately optimize profile schedules.
- Agent-initiated exceptions – enable agents to enter exceptions into their calendars and optionally have them inserted into the Master Schedule.
- Report Scheduling - automatically schedules the generation of all WFM Reports and store them in a new report repository. This offers the flexibility to schedule the generation of reports overnight, or any other time period so the reports are ready to view and analyze in a timely manner. Optionally, users can create distribution lists at the time the report is scheduled.

### **About Silver Lining Solutions Limited**

Silver Lining Solutions has been providing skills management solutions for contact centres since 2001. Based in Rugby, England the company has developed a skills and training management solution called Skills Manager which is used by some of the UK's leading companies - including Jupiter Asset Management, O2 and Orange. Companies use Skills Manager to assess, analyse and improve the skills of their staff in contact centres, branches and offices – reducing training time and costs whilst improving skills, performance and operational efficiency.

### **Contact**

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