

## **GENESYS**

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## Genesys Skills Management Automated Install and Upgrade Guide

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This guide provides instructions for installing/upgrading the Skills Management suite via the Skills ManagementSetup\_v9.0.0.0.msi application.

## [+] Note about Performance DNA in Genesys Engage cloud

As of March 2019, Performance DNA (PDNA) is only available as a Genesys Engage cloud product supporting hybrid architectures. This change is applicable to new customers only.

- If you are an existing Genesys Engage on-premises customer and are looking to add PDNA functionality, you can now use PDNA through a hybrid architecture with PDNA hosted on standalone cloud.
- If you are an existing PDNA on-premises customer, you can continue to use the software in an onpremises deployment. Security updates and hot fixes for critical defects will still be provided and you can still buy additional licenses if more are required.
- If you are interested in migrating from the on-premises version of PDNA to the Genesys Engage cloud version, contact your account representative.