



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Skills Management System Overview and Operations

Monitoring Applications and Services

12/17/2025

Monitoring Applications and Services

This section describes the basic monitoring of Genesys Skills Management applications and services.

Monitoring

The following scheduled tasks need to be running on 1(one) server, if the following features of the product are being used:

Scheduled Task	Required for Performance DNA	Required for Training Manager/Portal	Notes
Skills Management PDR Email Review Window Check	YES	NO	Required for correct operation of PDR functionality within Performance DNA
Skills Management ProcessQueues	YES	YES	All of Skills Management
Skills Management WFM Hierarchy Refresh	NO	YES	Required for correct operation of Portal.
QMedia Sync Service	YES*	YES*	*Always needs to be running in multi-application server environments, where there is no shared storage between the servers.

The Windows services below should also be monitored:

Windows Service	Required for Performance DNA	Required for Training Manager/Portal	Notes
Skills Management Invoker	YES	YES	Used throughout Skills Management
DNA Import Service	YES**	NO	**Used if automated DNA imports are being used to automatically import KPI data into Performance DNA

Log Files

The applications and services will log problems and errors to text based log files. The location for

these files can be specified at installation time. The level of logging can be configured for each individual application and service using their individual configuration files.