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Genesys Skills Management Automated Install and Upgrade Guide

OrgData

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OrgData

What is Orgdata?

OrgData is a utility that can be used to manage user and hierarchy data within Performance DNA, as an alternative to manually managing that information.

This includes addition and removal of users, and maintaining the user hierarchy, which is used for system access (permissions) and reporting.

While OrgData uses a number of standard product components it usually involves a custom configuration to support the HR file structure and requirements of each organisation. Typically, this configuration is carried out by Genesys professional services or a trained services partner.

What is OrgData Process?

The **OrgData Process** enables you to manage HR data within Skills Management. This includes addition and removal of users, and maintaining the user hierarchy, which is used for access and reporting.

How OrgData is used

OrgData is used as a replacement for manually uploading user information into the Skills Management System. It is configured to regularly (usually every night) synchronize the user hierarchy with a data feed from one or more parent systems. It is designed to be configurable and customizable, so that the data which is imported can be tailored to the requirements of each individual deployment of Skills Management.

OrgData works by reading files which are written to a particular directory and/or by reading users stored in a WFM system. It runs as a scheduled task.

High Level Data Structure

Like Skills Management, OrgData can be configured to import a wide variety of different User fields. There are a number of core fields which need to be provided. These are:

Field	Notes
Line Manager ID	ID of the manager (normally direct supervisor) of the employee

Field	Notes
PositionName	Name of the position
EmployeeID	ID of the employee
FirstName	Employee's first name
LastName	Employee's last name.

Additional fields can be used to create user data, such as email addresses, phone numbers, IM names, or other identifying information.