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Genesys Skills Management Knowledge Base Articles

Org Data Setup

5/2/2025

Org Data Setup

Software product name	Performance DNA
SLS Version Number	8.5.x and below
Subject	Org Data Setup

The aim of this document is to help complete and c during an install/upgrade.

Install/Configuration Steps

Customer provides a list of the fields that they have in WFM plus an indication of what they want.

Examples when working Genesys:

WfmID, Firstname, Lastname, EmploymentID, PositionName, PositionID, LMPositionID, Site, Team, Email

Examples when working Teleopti:

WfmID, Firstname, Lastname, EmploymentID, PositionName, PositionID, LMPositionID, Site, Team, Email, Optional column(s)