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Performance DNA Administrator Guide

Skillsroute

12/17/2025

Skillsroute

Skillsroute allows the management of bulk changes (inserting new employee, adding and updating skills and adding and updating proficiency levels) in Genesys CME

The prerequisites GIS 7.5 & CME 7.5 on the server.

Select the Skillsroute page, as shown in the example below.



Browse and select the relevant spreadsheet containing the data for updating Genesys.



The spreadsheet must be created in the format as per the example below and be in Excel 97 – 2003 format file (.xls). The actual format of the information (skill names, Employee ID label, etc) will be dictated by what is already in CME.

The Skill levels in the example below are displayed as Bronze, Silver and Gold, with the proficiency levels associated to the employee as 1, 2 or 3 (in this example 1 is the highest proficiency level).

The proficiency levels used reflect actual organizational skill routing proficiency settings.

To create a new employee, the employee details are entered under the first four column headings as per the example below and the format must match the existing information in CME.

Skills are added in the columns after the Employee ID, First Name, Last Name and User Name and the proficiency level associated with the Skill is entered in the cell against the relevant employee.

Employee ID	First Name	Last Name	User Name	Bronze	Silver	Gold
jhiggins	Joanne	Higgins	jhiggins	1	2	3
jparker	Jerry	Parker	jparker	2	3	3

After selecting the file, click on **Select Data** to confirm the information is correct.

Map the **Source Fields** to the **User Fields** by dragging and dropping the information across.

SKILLS ROUTE

Select File Select Data **Import**

Guess Mappings (☐ Map unfound items as a skill)
Clear all Mappings

Source Fields

EmployeeID

Fname

Sname

Username

Bronze

Silver

Gold

User Field Mapping

Source Field	Destination Field
Username	Username
Fname	First Name
Sname	Last Name
EmployeeID	EmployeeID
	Email Address
	Tenant

Skill Mappings

Source Field	Set Description
No records to display.	

☐ Create skills if not found
☐ Create Users if not found
Import

Once the mapping has been done, select the relevant options at the bottom and click on **Import**. The information will then be updated in CME.

Select File Select Data **Import**

Guess Mappings (☐ Map unfound items as a skill)
Clear all Mappings

Source Fields

EmployeeID

Fname

Sname

Username

Bronze

Silver

Gold

User Field Mapping

Source Field	Destination Field
Username	Username
Fname	First Name
Sname	Last Name
EmployeeID	EmployeeID
	Email Address
	Tenant

Skill Mappings

Source Field	Set Description
No records to display.	

☐ Create skills if not found
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Import

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