

GENESYS

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Performance DNA Manager Guide

Personal Development Reviews

5/12/2025

Personal Development Reviews

The new PDR feature allows agents to specify their personal development objectives and have these objectives reviewed and approved by their manager.

The feature is divided into two new widgets: PDR and PDR Dashboard. The PDR page is primarily for agents to define their development objectives, whilst the dashboard allows managers to edit, approve and check the status of their reports' PDRs.

PDR Dashboard Widget

Managers can view the status of their reports' PDRs, as well as edit and approve PDR objectives submitted by their reports via the **PDR Dashboard** widget.

PDR Dashboard							
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LOGIN ID	NAME	STATUS					
СТВ20	Malkhazni Dratchev	Submitted 🔮					
CTB44	Juanito Gairbekov	In Progress					
CTB32	Zelim Kadiev	Approved 🔮					
СТВЗВ	Penultimo Kadyrov	Not Started					
СТВ8	Bekbulat Korgay	Not Started					
CTB14	Batir Korgay	Not Started					
СТВ50	Zulikhan Panova	Not Started					
CTB26	Salavdi Timayev	Not Started					

Selecting the **PDR Dashboard** widget from the navigation menu will display the logged-in manager's list of direct reports, including their Login ID, name and PDR status. The status column will contain either: **Not started**, **In Progress**, **Submitted for Approval** (available for review and approval by the manager) or **Approved** (for PDRs that have been approved by the manager). Reports' PDRs will become available for viewing and editing by the manager once they've been submitted. Once a PDR has been approved it will become available to both the agent and manager in read-only mode.

Personal Development Reviews

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PDR Dashboard Widget

Managers will only be able to see the PDRs of users who are directly below them in the hierarchy.