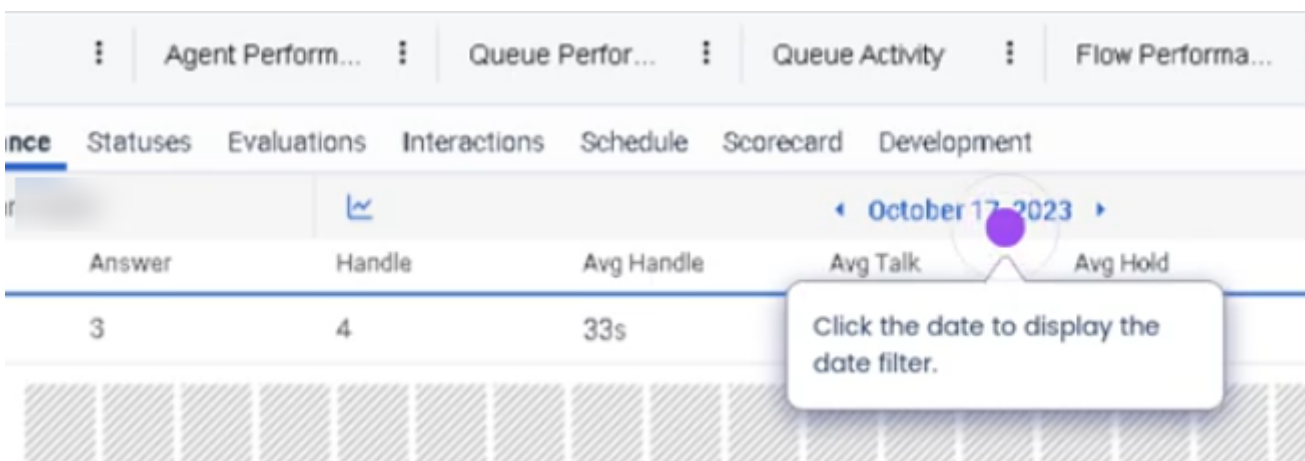
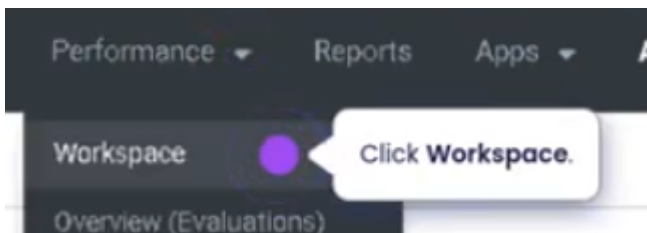
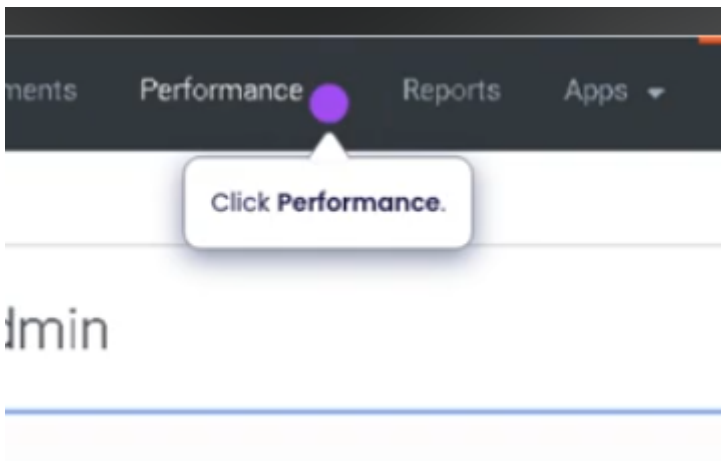


Genesys Cloud - Admin - Development and feedback module



A screenshot of the Genesys Cloud Admin interface showing a table of performance metrics. The table has columns for 'Answer', 'Handle', 'Avg Handle', 'Avg Talk', and 'Avg Hold'. The 'Answer' column has a value of 3, 'Handle' has 4, and 'Avg Handle' has 33s. The 'Avg Talk' and 'Avg Hold' columns are currently empty. A date filter 'October 17, 2023' is visible above the table, with a purple dot highlighting it. A white callout box with a purple pointer points to the date filter, containing the text 'Click the date to display the date filter.'

Answer	Handle	Avg Handle	Avg Talk	Avg Hold
3	4	33s		

PRESETS

- Today
- Yesterday
- This week
- Last week
- Previous 7 days
- This month
- This month by week
- Last month
- Previous 30 days
- Previous 3 months

Day
Week
Month
Month by Week

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

12:00 AM

10/17/2023 12:00 AM START

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Select a start date and an end date on the calendar, and click the filter arrow .

To view data for a different time period using the same date presets, click the arrows on either side of the date display. Click the **arrow**.

To filter by media type, click the **Filter** icon.

To show or hide topic columns, click and then search or scroll to select the columns you want to view.

Avg ACW
-
-
-
-
-

Development and Feedback Module (Genesys Cloud)

Summary

The **Development and Feedback module** in Genesys Cloud is part of the **Performance Management and Coaching framework**. It allows supervisors and managers to provide structured **feedback, coaching, and development plans** to agents based on performance metrics, interaction evaluations, and operational observations.

This module supports continuous improvement by enabling agents to receive **actionable feedback, track progress, and review development activities** related to their performance. It integrates with other Genesys Cloud tools such as **Quality Management (QM), evaluations, and performance dashboards**.

Utilization

Use Case	Description
Performance improvement	Supervisors provide coaching and improvement recommendations
Agent development	Managers create development plans to enhance agent skills
Feedback delivery	Agents receive structured feedback on performance
Performance tracking	Organizations monitor agent improvement over time
Training alignment	Coaching sessions can align with training programs

The Development and Feedback module helps organizations **build stronger agent performance through structured coaching and performance reviews**.

Best Practices

Practice	Reason
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Provide timely feedback	Ensures agents remember the interaction and context
Focus feedback on specific behaviors	Helps agents understand exactly what needs improvement
Use objective performance data	Maintains fairness and transparency
Combine feedback with coaching sessions	Reinforces learning and development
Encourage agent participation	Promotes engagement and ownership of improvement
Track progress over time	Helps supervisors measure improvement and effectiveness

Example Scenarios

Scenario 1 – Supervisor Provides Coaching Feedback

Supervisor reviews agent performance metrics
↓
Supervisor identifies improvement opportunity
↓
Supervisor creates feedback entry in Development module
↓
Agent reviews feedback and recommendations

Scenario 2 – Agent Performance Development Plan

Agent receives multiple evaluation results
↓
Supervisor identifies recurring performance theme
↓
Supervisor creates development plan
↓
Agent follows recommended training and coaching
↓

Scenario 3 – Follow-Up Coaching Session

Supervisor reviews previous feedback



Supervisor schedules coaching discussion



Agent reviews feedback before meeting



Supervisor and agent discuss improvement strategies

Key Benefits

Benefit	Explanation
Continuous agent improvement	Structured feedback helps agents develop skills
Transparent performance evaluation	Agents clearly understand expectations
Coaching-driven culture	Encourages constructive performance discussions
Data-supported development	Feedback can be tied to metrics and evaluations
Increased service quality	Improved agent performance leads to better customer experiences

Revision #1

Created 11 March 2026 21:14:39 by Cesar Gzz

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