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Division of Medicaid Services
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Madison WI 53703

To: Genesys User Guide Users

From: Jori Mundy, Bureau Director
Bureau of Eligibility and Enrollment Policy

Re: **Genesys User Guide Release 23-02**

Release Date: 07/20/2023

Effective Date: 07/20/2023

EFFECTIVE DATE	The following policy additions or changes are **effective 07/20/2023** unless otherwise noted. **Underlined text denotes new text. Text with a strike through it denotes deleted text.**
POLICY UPDATES	
3.1 Agent Desktop Workspace	Updated sidebar and top navigation bar functions and screenshots.
3.2 Connect View Tab	Updated search options and screenshots.
3.4 Voice Inreraction Window	Added information about the Interaction Bar and Case Information tabs.
4 Setting a Status	Clarified use of Ready and Not Ready statuses.
5.1 Receiving a Call	Updated screenshots.
7.2.2 Explore Tab: Searching for and Listening to Calls	Added three new sections to explain how to search for calls, listen, and save the searches for future use.
11.6 Submitting a Genesys Support Ticket	Updated escalation email.

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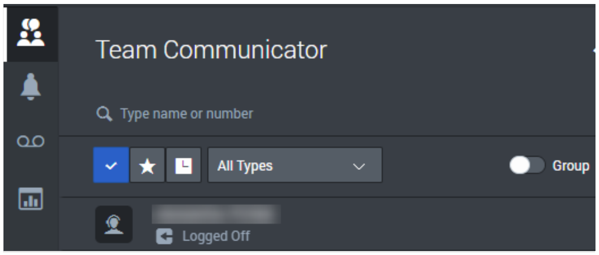
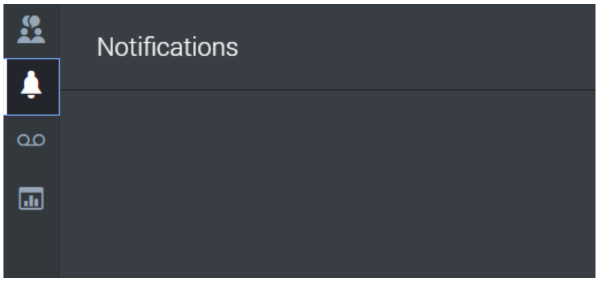
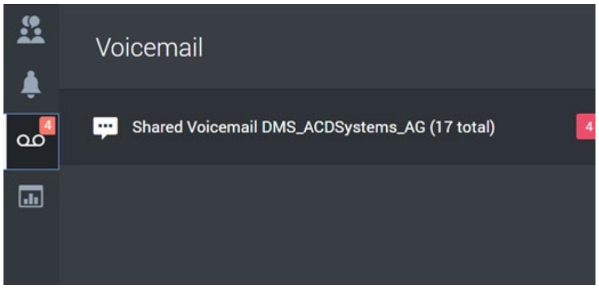
3.1 Agent Desktop Workspace

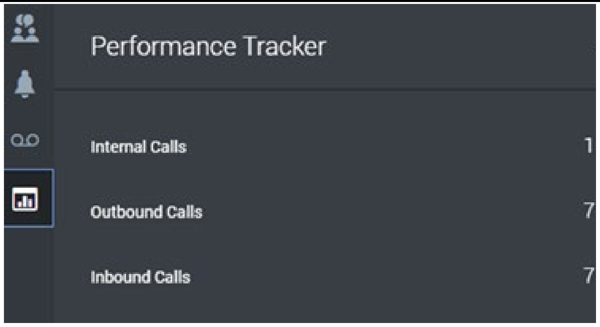
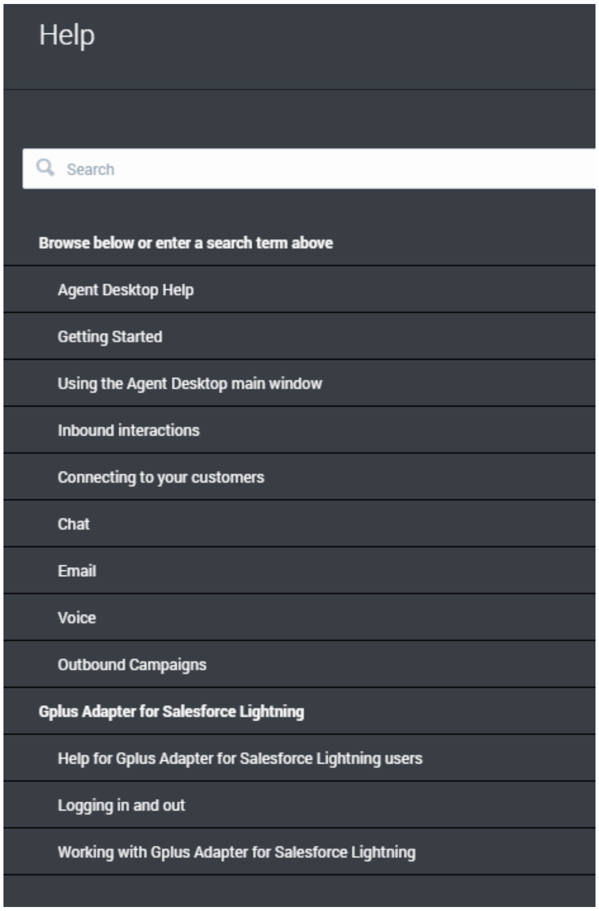
(Video instructions available: Agent Desktop Workspace)

The Agent Desktop workspace is split between the left sidebar and the top navigation bar. The sidebar has links to useful tools that open in a pop-up menu. The top navigation bar includes two tabs and your current status.

Sidebar

The sidebar links to:

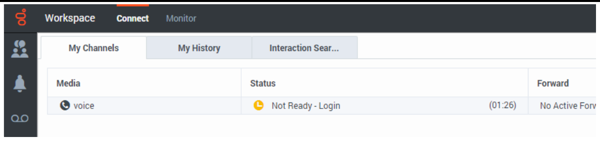
Team Communicator  Team Communicator Type name or number All Types Group [redacted] Logged Off	Used to dial external numbers and internal contacts, set certain numbers or contacts as favorites, and view a history of outbound calls.
Notifications  Notifications	Indicates any potential errors in the system.
Voicemail  Voicemail 4 Shared Voicemail DMS_ACDSystems_AG (17 total) 4	Indicates when any voicemails are in assigned queue.
Performance Tracker	Provides information on the number of internal, outbound, and inbound calls for the day.

 Performance Tracker Internal Calls 1 Outbound Calls 7 Inbound Calls 7	
Help  Help Search Browse below or enter a search term above Agent Desktop Help Getting Started Using the Agent Desktop main window Inbound interactions Connecting to your customers Chat Email Voice Outbound Campaigns Gplus Adapter for Salesforce Lightning Help for Gplus Adapter for Salesforce Lightning users Logging in and out Working with Gplus Adapter for Salesforce Lightning	Includes a search field and a browsable library to help answer questions and provide more information about Genesys. The Help section is a secondary source of information that supplements the Genesys user guide.

Top Navigation Bar

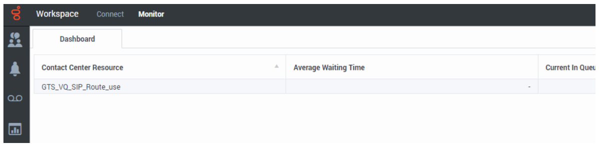
The Top navigation bar links to:

Connect View Tab	Shows the media you use, your current status, and previous calls. SEE 3.2 CONNECT VIEW TAB


Workspace
Connect
Monitor
My Channels
My History
Interaction Sear...

Media	Status	Forward
voice	Not Ready - Login (01:26)	No Active Forv

Monitor View Tab

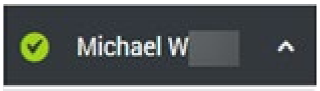

Workspace
Connect
Monitor
Dashboard

Contact Center Resource	Average Waiting Time	Current In Queu
GTS_VQ_SIP_Route_use	-	

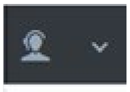
Shows the specific statistics of your agency. This information may not be available. SEE 3.3 MONITOR VIEW TAB

Agents Status

Shows your status. SEE 4 SETTING A STATUS


Michael W [redacted]

Main Menu



Used to log off the Agent Desktop. See 2.2 LOGGING OFF THE AGENT DESKTOP

3.2 Connect View Tab

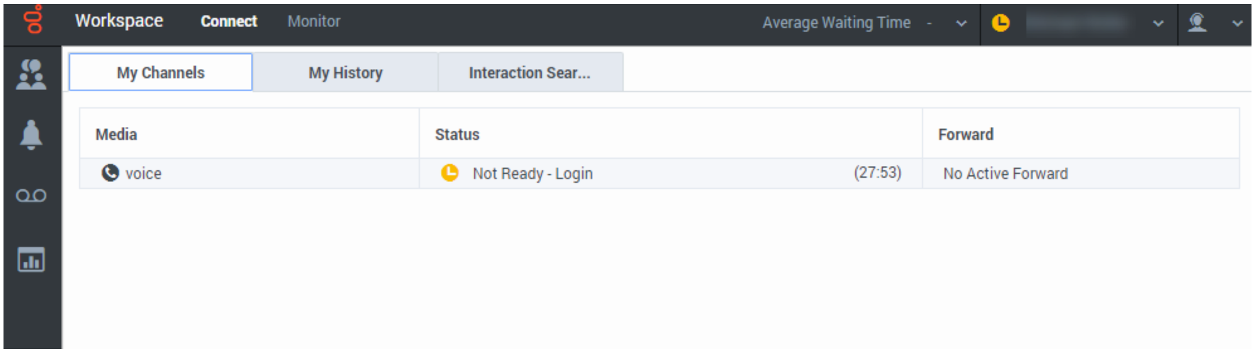
(Video instructions available: Connect View Tab)

Agents can see call data using the Connect View Tab's three views.

My Channels

The My Channels view summarizes the type of media you use, current status, and amount of time in the current status.

Show/Hide an example of the page

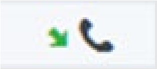

Workspace
Connect
Monitor
Average Waiting Time -
[redacted]
My Channels
My History
Interaction Sear...

Media	Status		Forward
voice	Not Ready - Login	(27:53)	No Active Forward

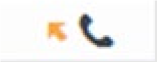
My History

The My History view shows previous calls. This view is the best way to search for a call.

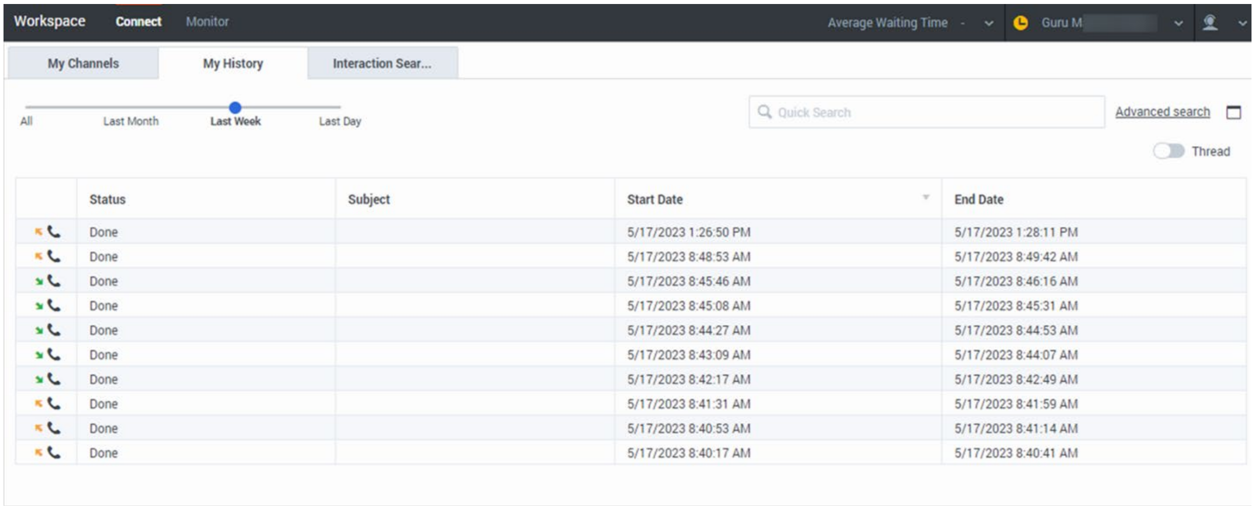
Inbound calls have a green arrow next to the phone icon.



Outbound calls have a yellow arrow next to the phone icon.

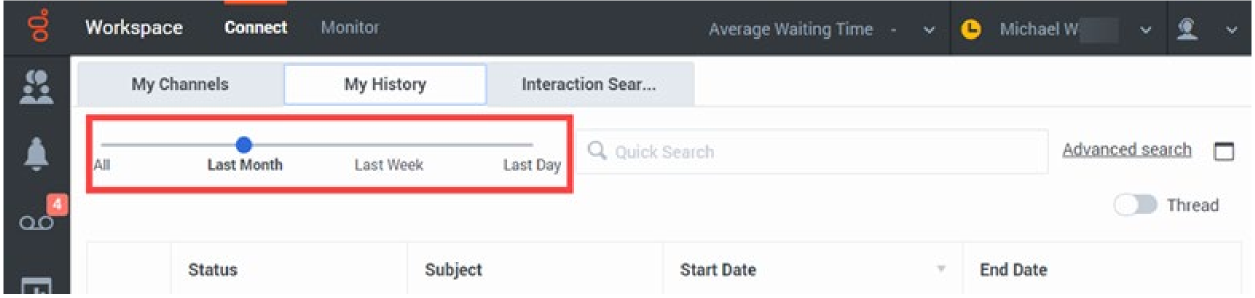


Show/Hide an example of the page

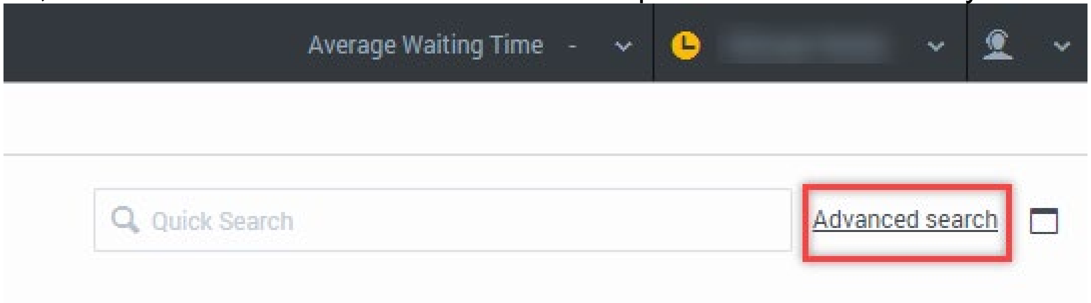

Workspace
Connect
Monitor
Average Waiting Time
Guru M [redacted]
My Channels
My History
Interaction Sear...
All
Last Month
Last Week
Last Day
Quick Search
Advanced search
Thread

	Status	Subject	Start Date	End Date
↖ ☎	Done		5/17/2023 1:26:50 PM	5/17/2023 1:28:11 PM
↖ ☎	Done		5/17/2023 8:48:53 AM	5/17/2023 8:49:42 AM
↘ ☎	Done		5/17/2023 8:45:46 AM	5/17/2023 8:46:16 AM
↘ ☎	Done		5/17/2023 8:45:08 AM	5/17/2023 8:45:31 AM
↘ ☎	Done		5/17/2023 8:44:27 AM	5/17/2023 8:44:53 AM
↘ ☎	Done		5/17/2023 8:43:09 AM	5/17/2023 8:44:07 AM
↘ ☎	Done		5/17/2023 8:42:17 AM	5/17/2023 8:42:49 AM
↖ ☎	Done		5/17/2023 8:41:31 AM	5/17/2023 8:41:59 AM
↖ ☎	Done		5/17/2023 8:40:53 AM	5/17/2023 8:41:14 AM
↖ ☎	Done		5/17/2023 8:40:17 AM	5/17/2023 8:40:41 AM

Adjust the date slider to find a call during a certain time frame.

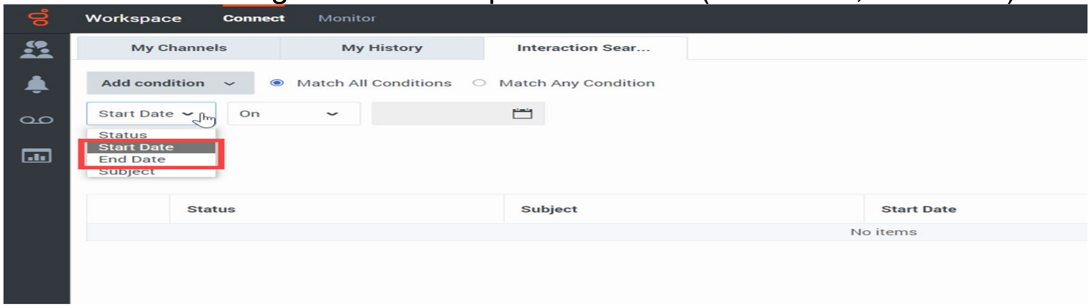

Workspace
Connect
Monitor
Average Waiting Time
Michael W [redacted]
My Channels
My History
Interaction Sear...
All
Last Month
Last Week
Last Day
Quick Search
Advanced search
Thread
4
Status
Subject
Start Date
End Date

Or, use the Advanced search feature to set specific search criteria by date.

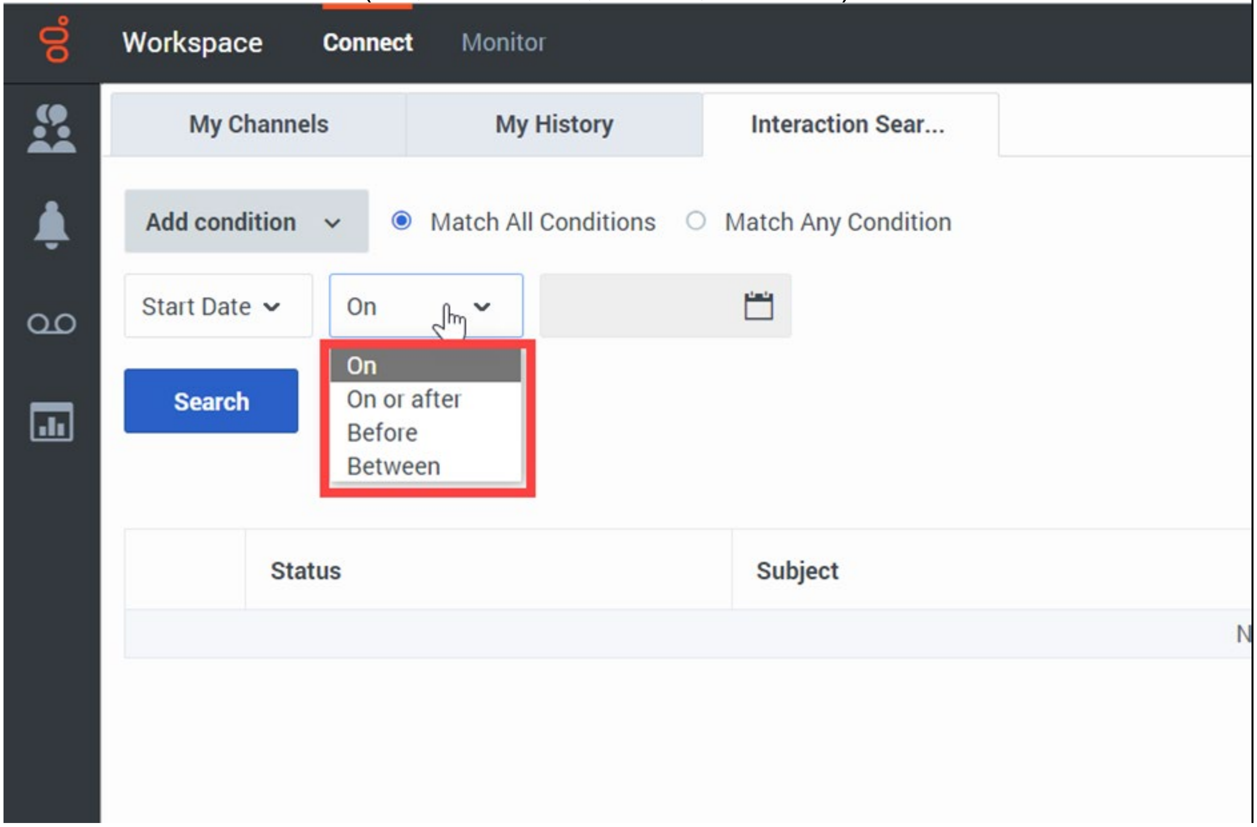

Average Waiting Time
[redacted]
Quick Search
Advanced search

Here are the steps to search for a call using Advanced search:

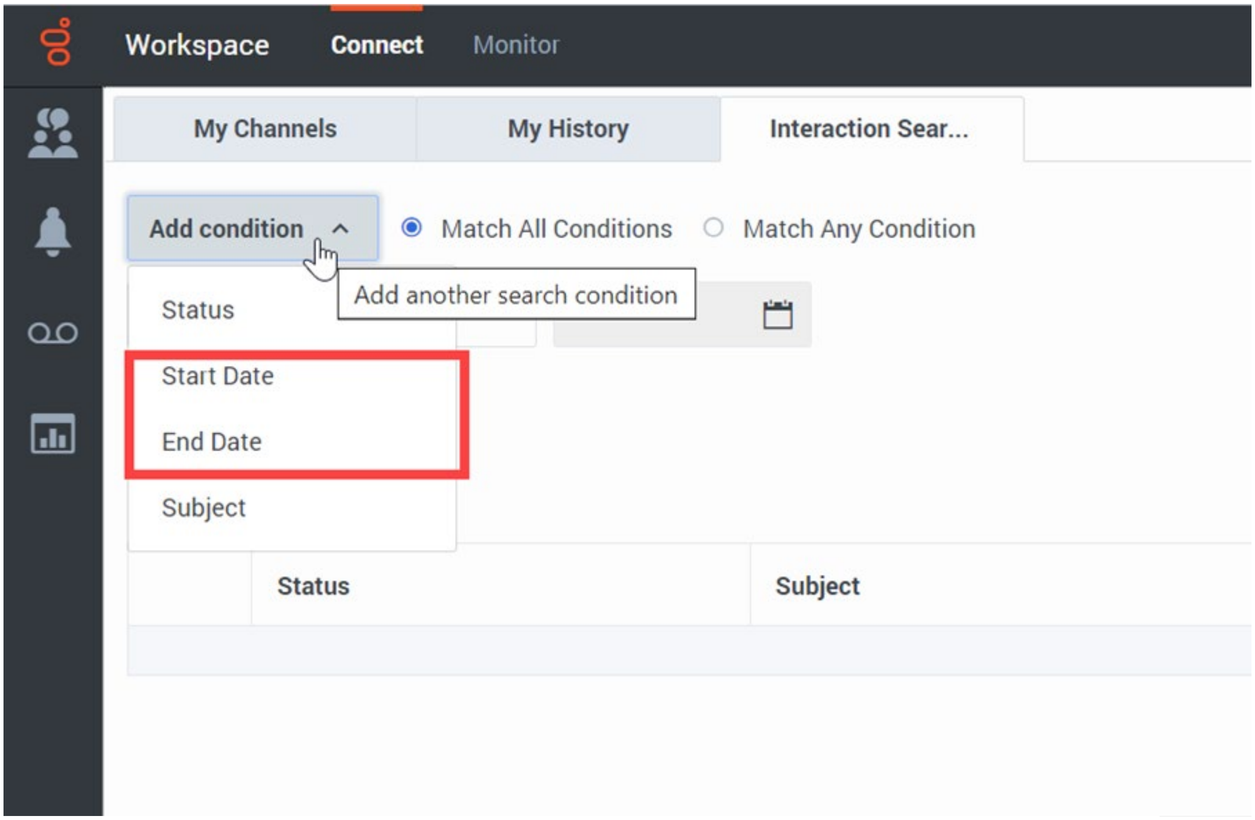
1. Select the date range from the drop-down menu. (Start Date, End Date).


Workspace
Connect
Monitor
My Channels
My History
Interaction Sear...
Add condition
● Match All Conditions
○ Match Any Condition
Start Date
On
Status
Start Date
End Date
Subject
Status
Subject
Start Date
No items

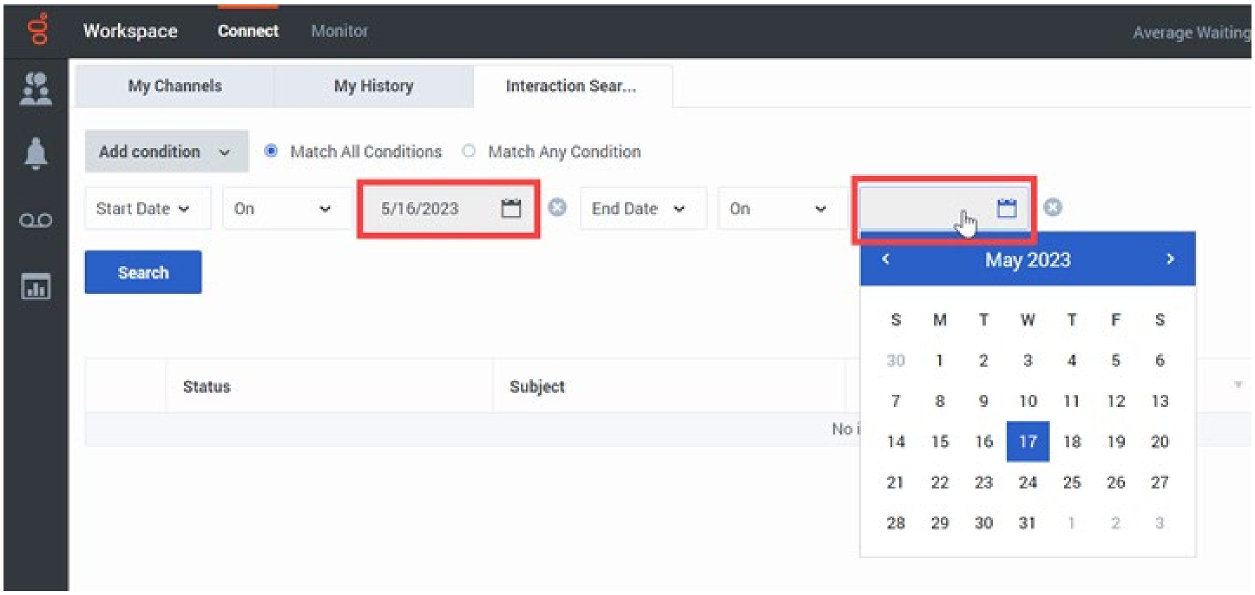
2. Select the date condition (On, On or after, Before, Between).


Workspace
Connect
Monitor
My Channels
My History
Interaction Sear...
Add condition
● Match All Conditions
○ Match Any Condition
Start Date
On
Search
On
On or after
Before
Between
Status
Subject

3. If searching using a date range, click **Add condition** and select **Start Date** or **End Date**.

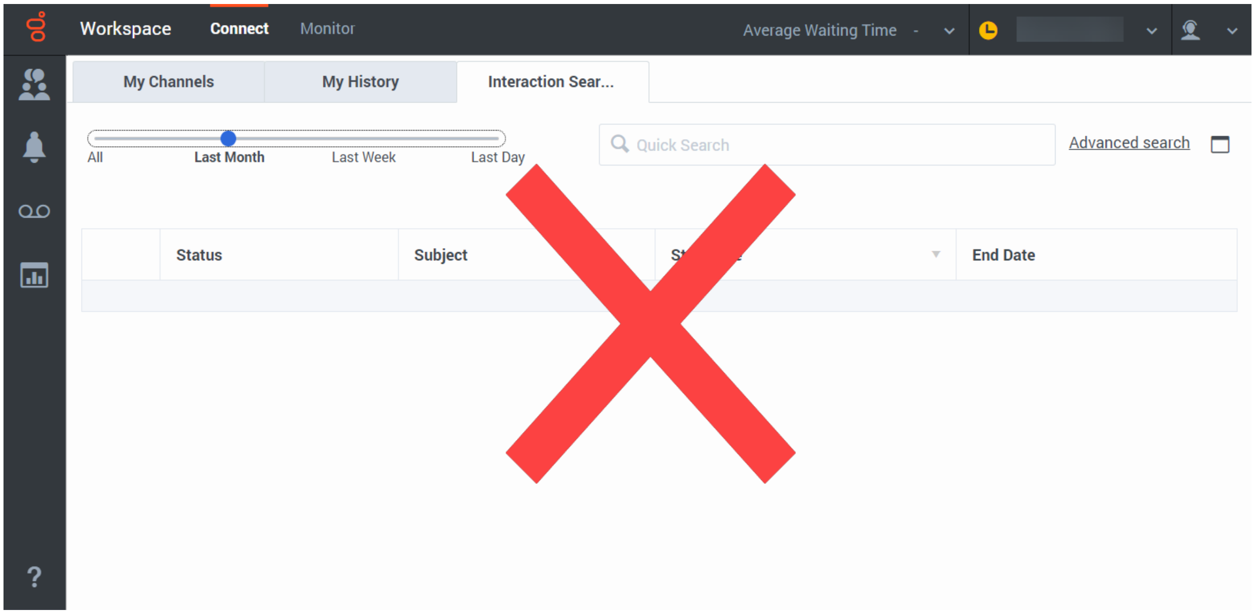

Workspace
Connect
Monitor
My Channels
My History
Interaction Sear...
Add condition
● Match All Conditions
○ Match Any Condition
Add another search condition
Status
Start Date
End Date
Subject
Status
Subject

4. Select the date or dates from the calendar.


Workspace
Connect
Monitor
Average Waiting
My Channels
My History
Interaction Sear...
Add condition
● Match All Conditions
○ Match Any Condition
Start Date
On
5/16/2023
End Date
On
Search
Status
Subject
No i
May 2023
S M T W T F S
30 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 1 2 3

Interaction Search

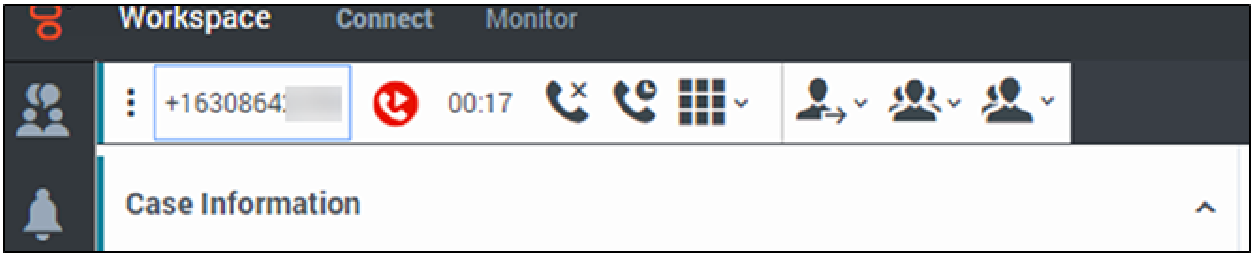
Do not use the Interaction Search view to search for calls. Always use the My History view instead.


Workspace
Connect
Monitor
Average Waiting Time -
My Channels
My History
Interaction Sear...
All
Last Month
Last Week
Last Day
Quick Search
Advanced search
Status
Subject
End Date
?

3.4 Voice Interaction Window

(Video instructions available: Voice Interaction Window)

The Voice Interaction window opens during a call. It contains an Interaction Bar for call functions and the “Case Information” section for call information and disposition codes (if your agency uses them).



Interaction Bar

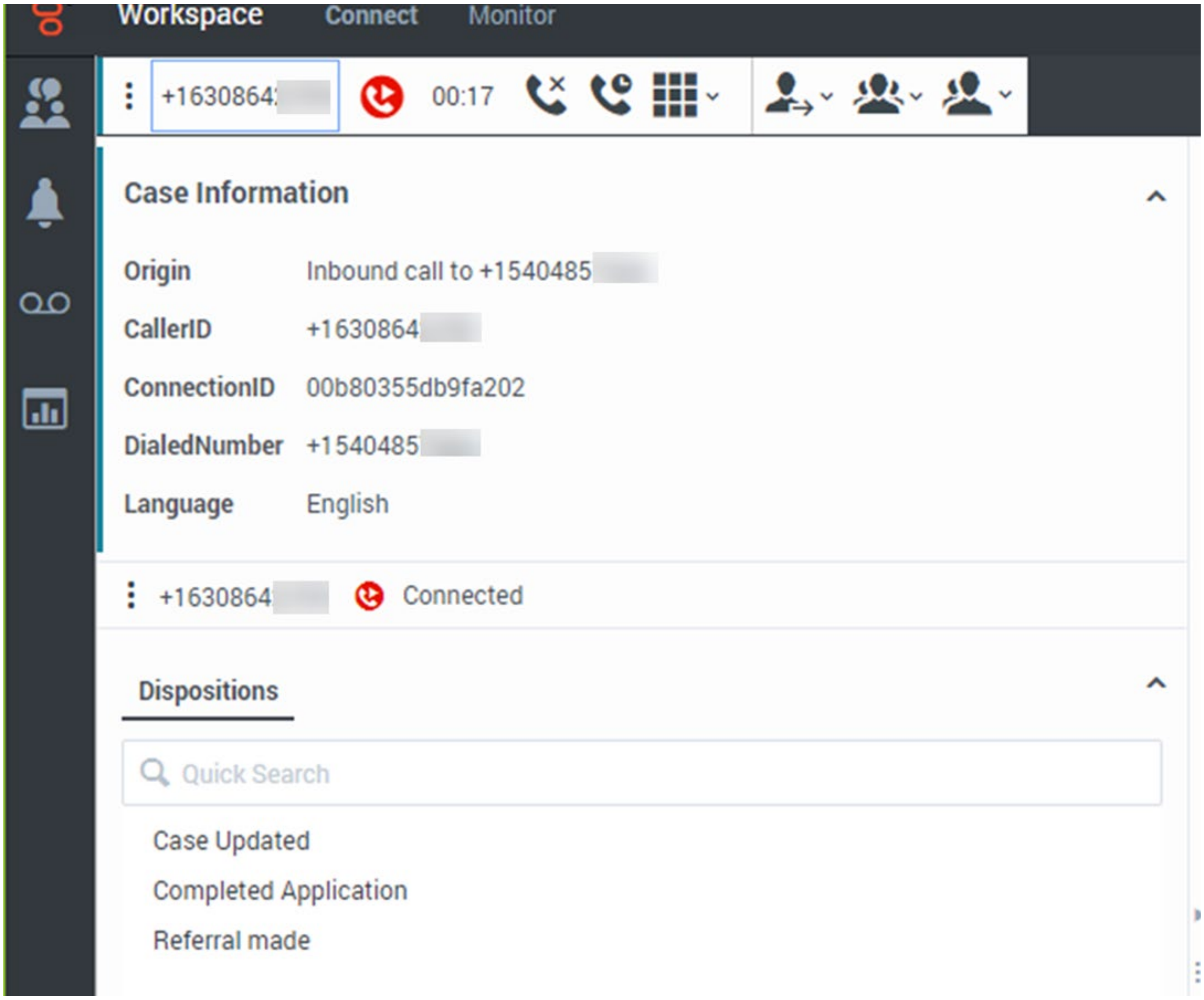
The Interaction Bar is displayed under the Connect View and Monitor View tabs.

Here, agents can:

Button		Function
Phone Number		View the phone number of the caller.
Hang up		End current call.
Hold		Put call on hold (SEE 5.3 PLACING A CALL ON HOLD).
Keypad		Enter a number as a call prompt. For example, "Press 1 for more options."
Transfer		Transfer the call (SEE 5.4 TRANSFERRING A CALL).
Conference		Conference-in another person, agent, or queue (SEE 5.4.2 INSTANT CONFERENCE).
Consultation		Speak with another person, agent, or queue privately while putting the caller on hold (SEE 5.4.3 CONSULT CALL).

Case Information

The Case Information section displays call information for inbound and outbound calls.


Workspace
Connect
Monitor
+1630864[redacted]
00:17

Case Information

Origin	Inbound call to +1540485[redacted]
CallerID	+1630864[redacted]
ConnectionID	00b80355db9fa202
DialedNumber	+1540485[redacted]
Language	English

+1630864[redacted] Connected

Dispositions

Quick Search

Case Updated
Completed Application
Referral made

Information displayed for inbound and outbound calls includes:

Inbound Calls	Outbound Calls
• Origin • Caller ID • ConnectionID • Dialed Number • Language used on calls in this queue • Disposition codes	• Origin • Disposition codes

4 Setting a Status

Video instructions available: Setting a Status

Set a status to show the system and other agents your availability to receive calls. Select your name to view the list of statuses, then select the appropriate status.

When on a call, you are in a "Ready" status and do not have to change the status. When done with a call, select any of the "Not Ready" statuses. Each agency sets their own guidelines for statuses, so check with your agency for when to use each status. Set the status back to "Ready" when you are ready to receive calls.

~~Use statuses to show your availability and ability to receive calls to other agents.~~

~~Select your name to view and select the appropriate status. Change your status when on a call as statuses do not automatically change when accepting a call. Your status can be seen by other agents and supervisors in your consortium, which helps them know your current availability. Agencies set their own guidelines on when to use each status. Check with your agency to confirm~~.

The statuses may include:

- Ready
- Not Ready – Case Processing
- Not Ready – Extended After Call Work
- Not Ready – Last Call
- ~~Not Ready – Login~~
- Not Ready – Lunch
- Not Ready – Meeting
- ~~Not Ready – No Answer~~
- Not Ready – On Break
- Not Ready – Other
- Not Ready – Supervising
- Not Ready – Technical Issues
- Not Ready – Training
- ~~After Call Work~~
- Logoff

You can check other agents' statuses by typing their name in the Team Communicator.

~~If an agent receives a call and does not answer, they are placed in a "Not Ready – No Answer" status until they change to a "Ready" status.~~

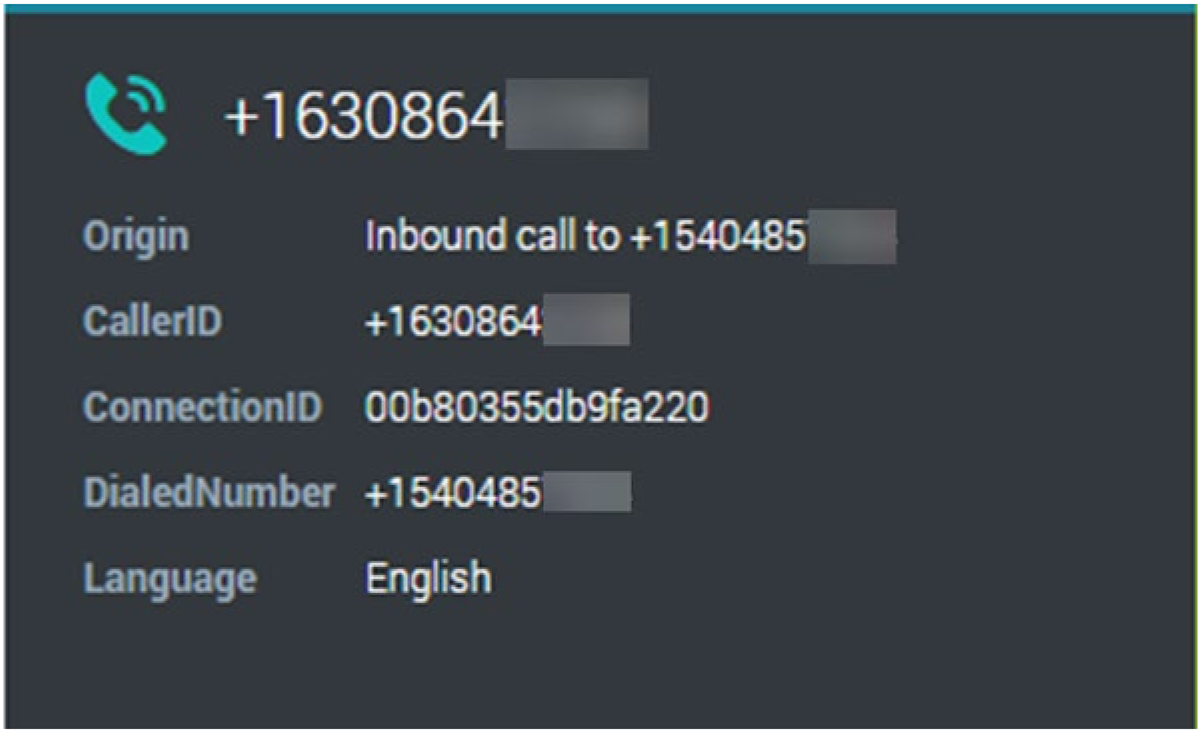
5.1 Receiving a Call

(Video instructions available: Receiving a Call)

A received call appears as a notification at the bottom right-hand corner of the Genesys window. It is encouraged to answer the call on your phone rather than Genesys. You can only receive a call if your status is listed as "Ready."

Notification of Call

A call notification appears at the bottom right-hand corner of the Genesys window to show an incoming call.



+1630864[redacted]

Origin	Inbound call to +1540485[redacted]
CallerID	+1630864[redacted]
ConnectionID	00b80355db9fa220
DialedNumber	+1540485[redacted]
Language	English

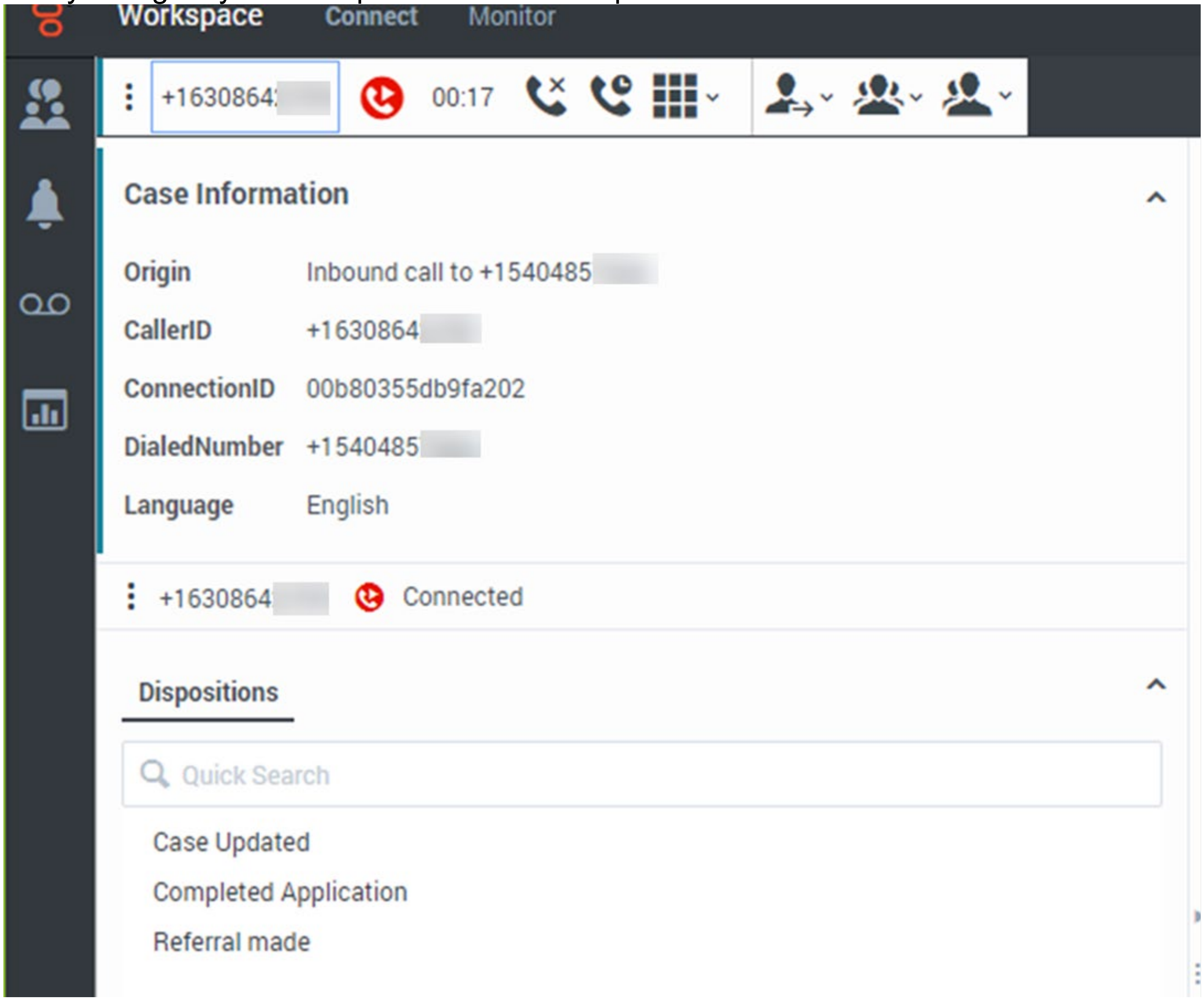
The call notification includes:

- Name or number of the caller
- Origin of the call
- Caller ID
- Connection ID
- Dialed number
- Language and skill you are currently in

Answering the Call

There is often a short pause between when the call is shown on the desktop and when your phone rings.

1. Answer the call using the phone connected to your Genesys account. Once a call has been answered, the case information (call information) of the caller displays (listed above).
2. Enter a disposition code at the end of the call if required by your agency. Check with your agency if the disposition code is required.


Workspace
Connect
Monitor
00:17

+1630864[redacted]

Case Information

Origin Inbound call to +1540485[redacted]

CallerID +1630864[redacted]

ConnectionID 00b80355db9fa202

DialedNumber +1540485[redacted]

Language English

+1630864[redacted] Connected

Dispositions

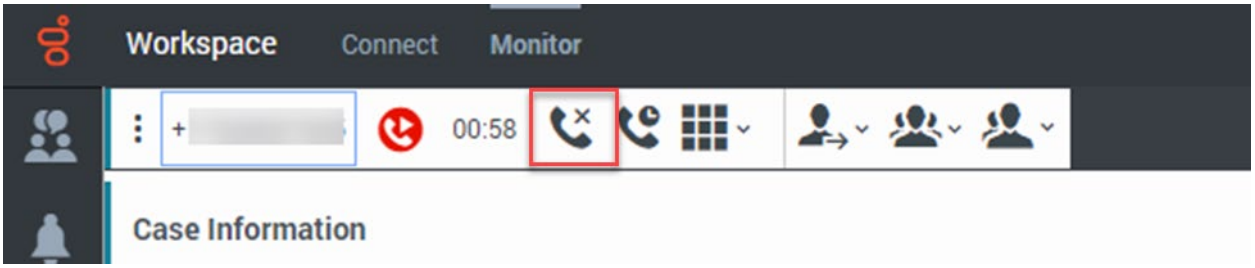
Quick Search

Case Updated

Completed Application

Referral made

3. Complete the call by hanging up the receiver or selecting **End Call**.


Workspace
Connect
Monitor
+[redacted]
00:58
Case Information

After ending a call, agents are placed into an after-call work status for 20 seconds by default. If more time is needed to wrap up the call, you can select another appropriate "Not Ready" status. When ready for another call, change your status to "Ready."

7.2.2 Explore Tab: Searching for and Listening to Calls

7.2.2.1 Searching for Calls (Video instructions available: Searching for Calls)

7.2.2.2 Sorting Results and Listening to Calls (Video instructions available: Sorting Results and Listening to Calls)

7.2.2.3 Saving Searches (Video instructions available: Saving Searches)

The Explore Tab allows a supervisor to search for and listen to calls. Specific searches can be saved and re-run in the future.

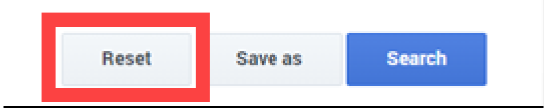
7.2.2.1 Searching for Calls

(Video instructions available: Searching for Calls)

There are several ways to search for a call from the Explore tab including:

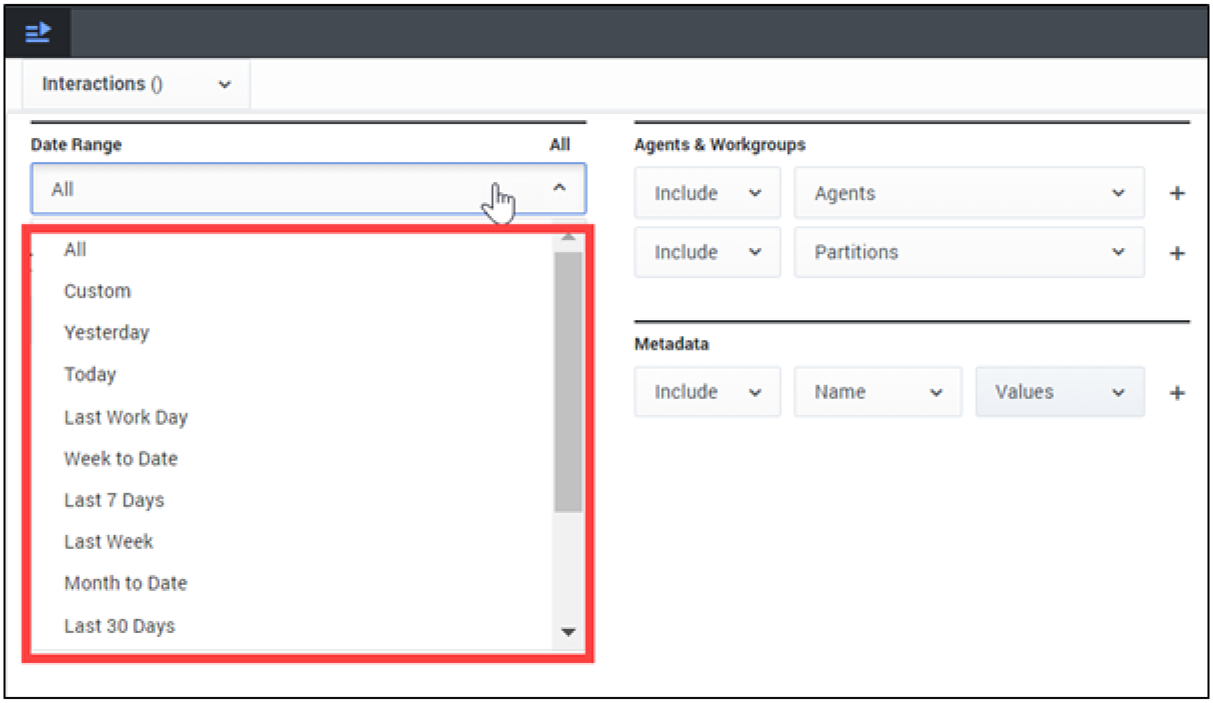
- Date
- Agent name
- Consortia
- Call type (inbound or outbound)
- Phone number of the caller
- ConnectionID
- Number of segments
- Call duration

Select **Reset** at any time to clear all the search criteria.

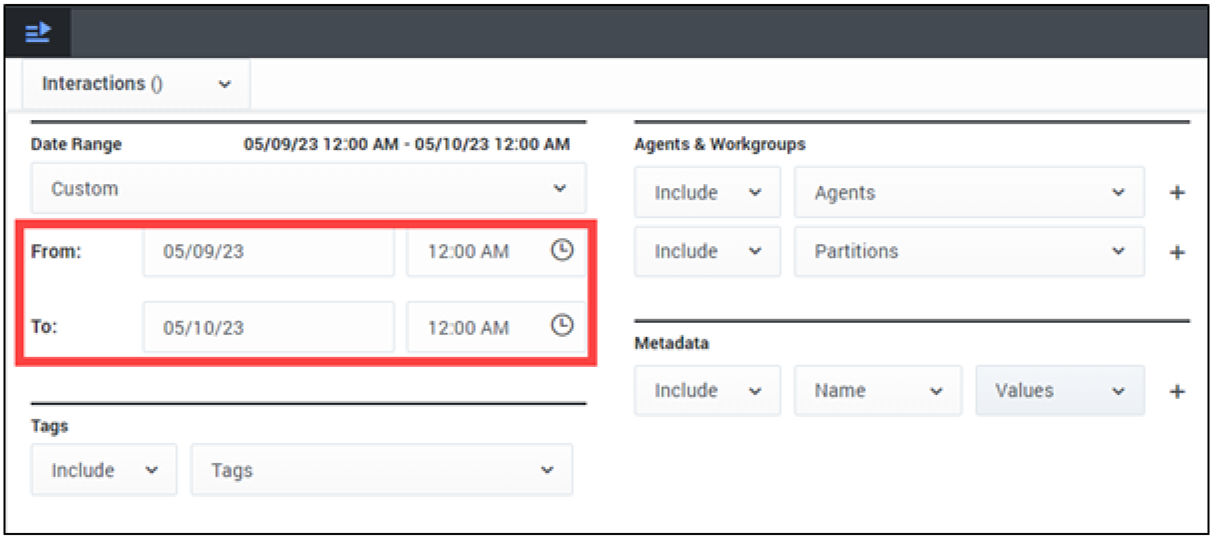

Reset
Save as
Search

Search by Date

To search by date, select a **date range** from the drop-down menu menu in the Date Range section.


Interactions ()
Date Range
All
All
All
Custom
Yesterday
Today
Last Work Day
Week to Date
Last 7 Days
Last Week
Month to Date
Last 30 Days
Agents & Workgroups
Include
Agents
Include
Partitions
Metadata
Include
Name
Values

Choose **Custom** to display From and To fields and enter your own range of dates and times.


Date Range 05/09/23 12:00 AM - 05/10/23 12:00 AM

Custom

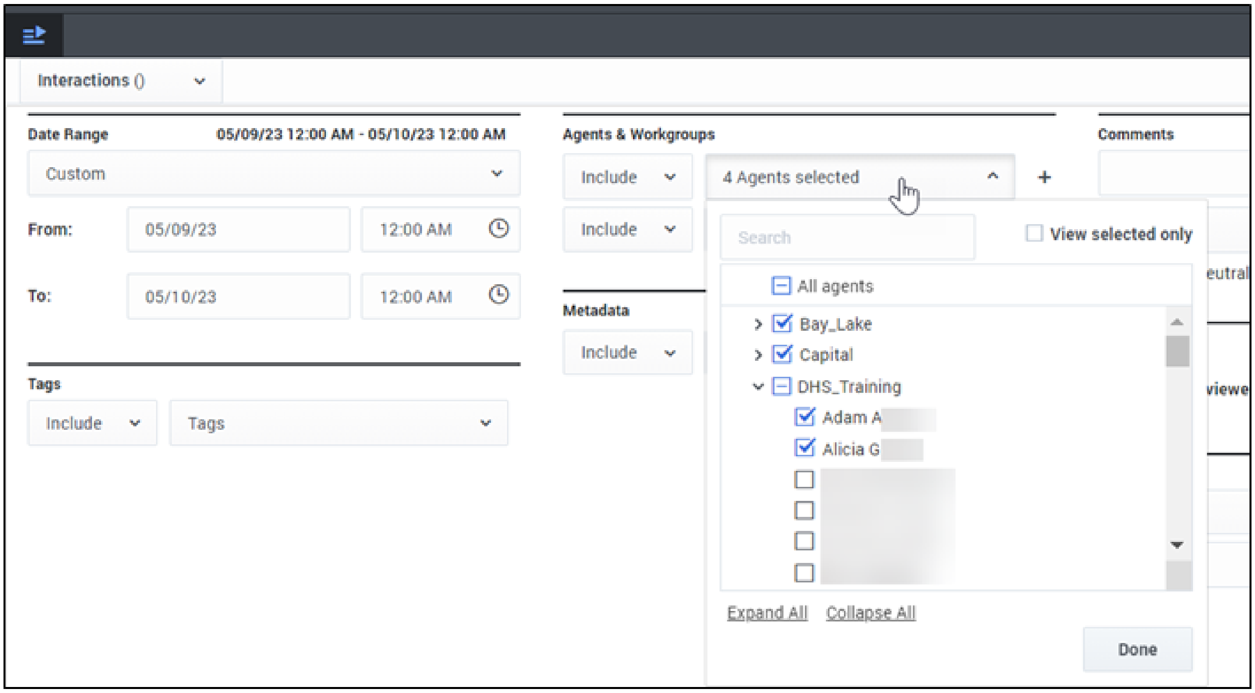
From: 05/09/23 12:00 AM

To: 05/10/23 12:00 AM

Interactions ()
Tags
Include
Tags
Agents & Workgroups
Include
Agents
Include
Partitions
Metadata
Include
Name
Values

Search by Agent Name

To search by agent name, select a name from a **consortium folder** in the Agents & Workgroups section. Multiple agents can be selected one-by-one, as a consortium, or as multiple consortia.


Date Range 05/09/23 12:00 AM - 05/10/23 12:00 AM

Custom

From: 05/09/23 12:00 AM

To: 05/10/23 12:00 AM

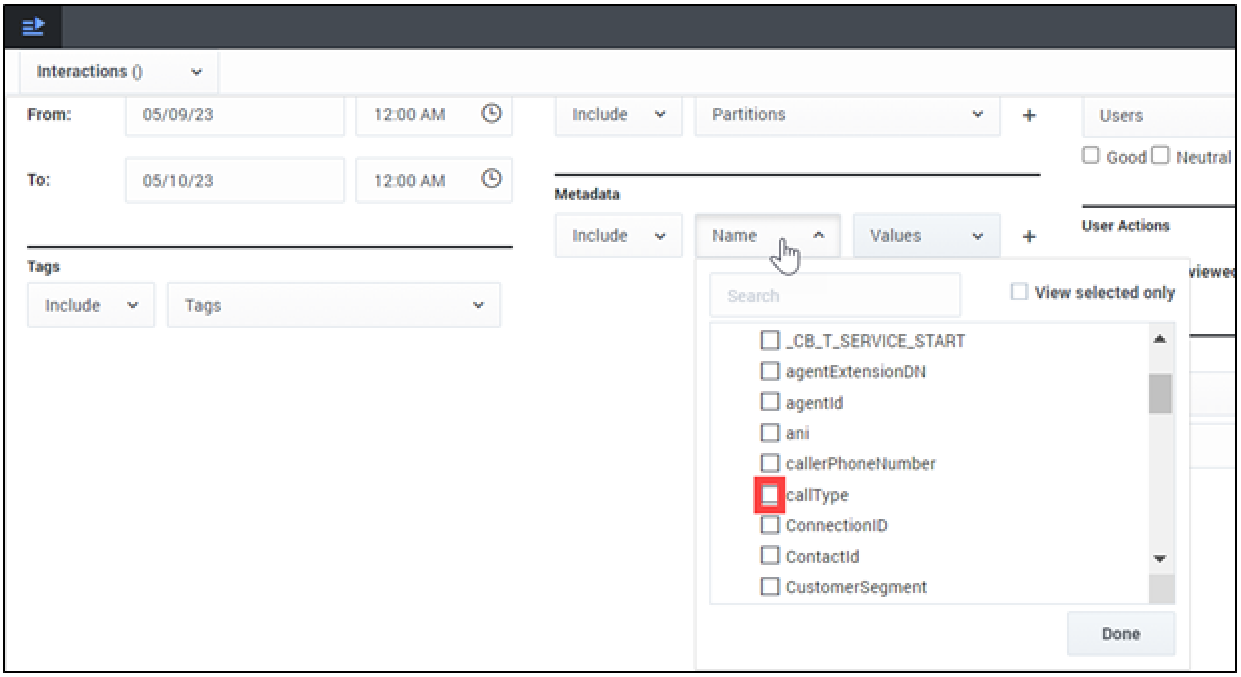
Agents & Workgroups: Include 4 Agents selected

Interactions ()
Tags
Include
Tags
Include
Metadata
Include
Comments
Search
☐ View selected only
All agents
☑ Bay_Lake
☑ Capital
DHS_Training
☑ Adam A
☑ Alicia G
☐
☐
☐
☐
Expand All
Collapse All
Done
eutral
viewe

Search by Call Type

To search by the inbound or outbound call type, select **callType** from the **Name** drop-down menu in the Metadata section.

Then select **Values** and enter either **Inbound** or **Outbound**.


Interactions ()
Include
Partitions
Users
☐ Good ☐ Neutral
Metadata
Include
Name
Values
User Actions
viewed
Tags
Include
Tags
Search
☐ View selected only
☐ _CB_T_SERVICE_START
☐ agentExtensionDN
☐ agentId
☐ ani
☐ callerPhoneNumber
☐ callType
☐ ConnectionID
☐ ContactId
☐ CustomerSegment
Done

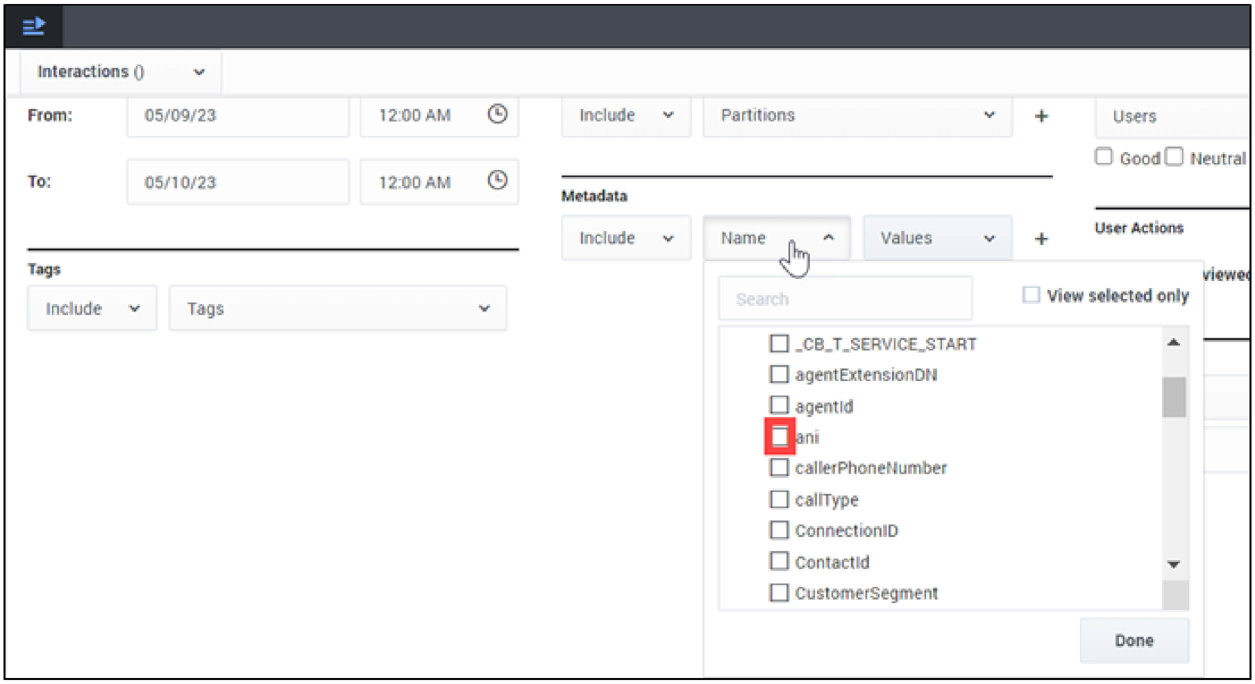
From: 05/09/23 12:00 AM

To: 05/10/23 12:00 AM

Search by Caller Phone Number

To search by the caller's phone number, select **ani** from the **Name** drop-down menu in the Metadata section.

Then select **Values** and enter the phone number. Be sure to add **+1** at the start of the phone number. For example: +16081234567.


Interactions ()
Include
Partitions
Users
☐ Good ☐ Neutral
Metadata
Include
Name
Values
User Actions
viewed
Tags
Include
Tags
Search
☐ View selected only
☐ _CB_T_SERVICE_START
☐ agentExtensionDN
☐ agentId
☐ ani
☐ callerPhoneNumber
☐ callType
☐ ConnectionID
☐ ContactId
☐ CustomerSegment
Done

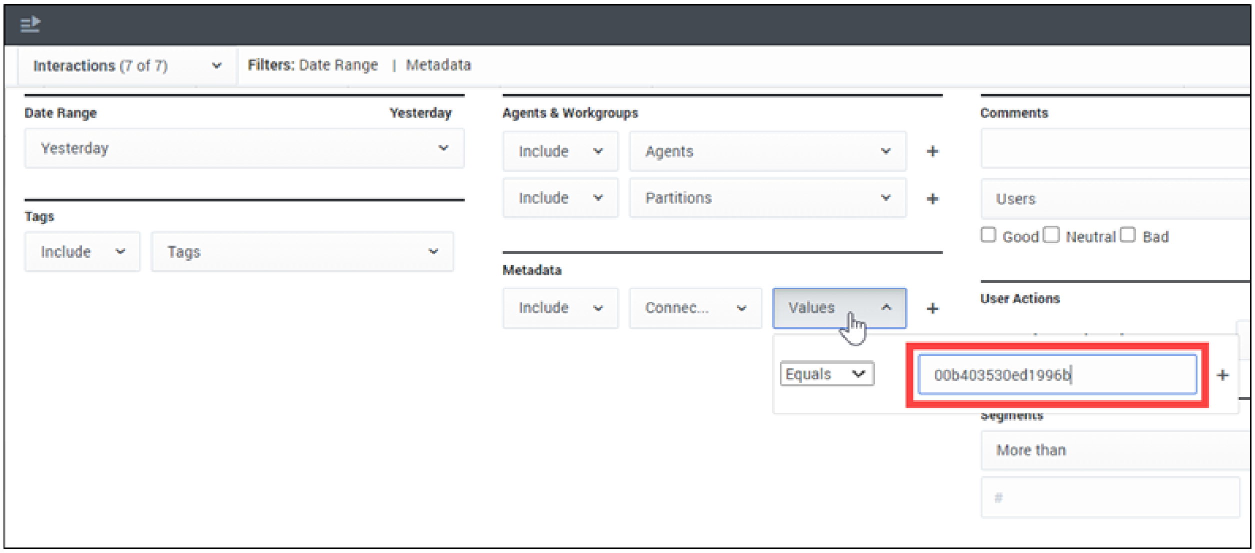
From: 05/09/23 12:00 AM

To: 05/10/23 12:00 AM

Search by ConnectionID

To search by ConnectionID, select ConnectionID from the Name drop-down menu in the Metadata section.

Then select **Values** and copy and paste the **ConnectionID**.



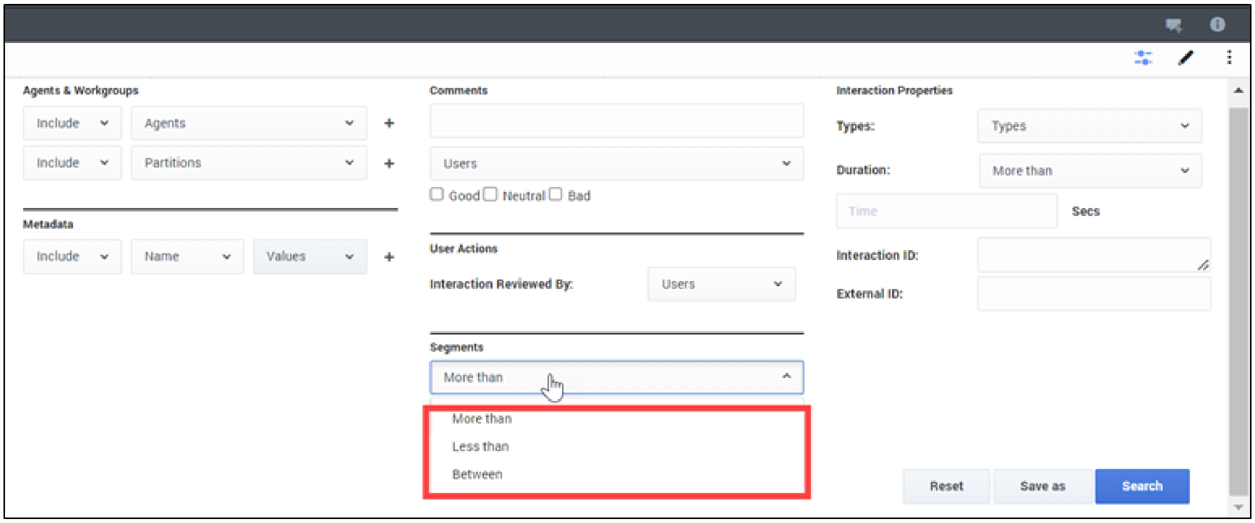
Interactions (7 of 7)
Filters: Date Range | Metadata
Date Range: Yesterday
Metadata: Include | Connec... | Values
Equals 00b403530ed1996b

Yesterday
Tags
Include
Tags
Agents & Workgroups
Include
Agents
Include
Partitions
Comments
Users
☐ Good ☐ Neutral ☐ Bad
User Actions
Segments
More than
#

Search by Number of Segments

To search by number of call segments, select **More than**, **Less than**, or **Between** from the Segments section drop-down menu. Then enter the number of segments in the **Segments** field.

Examples of call segments include ATS signature and call transfers.

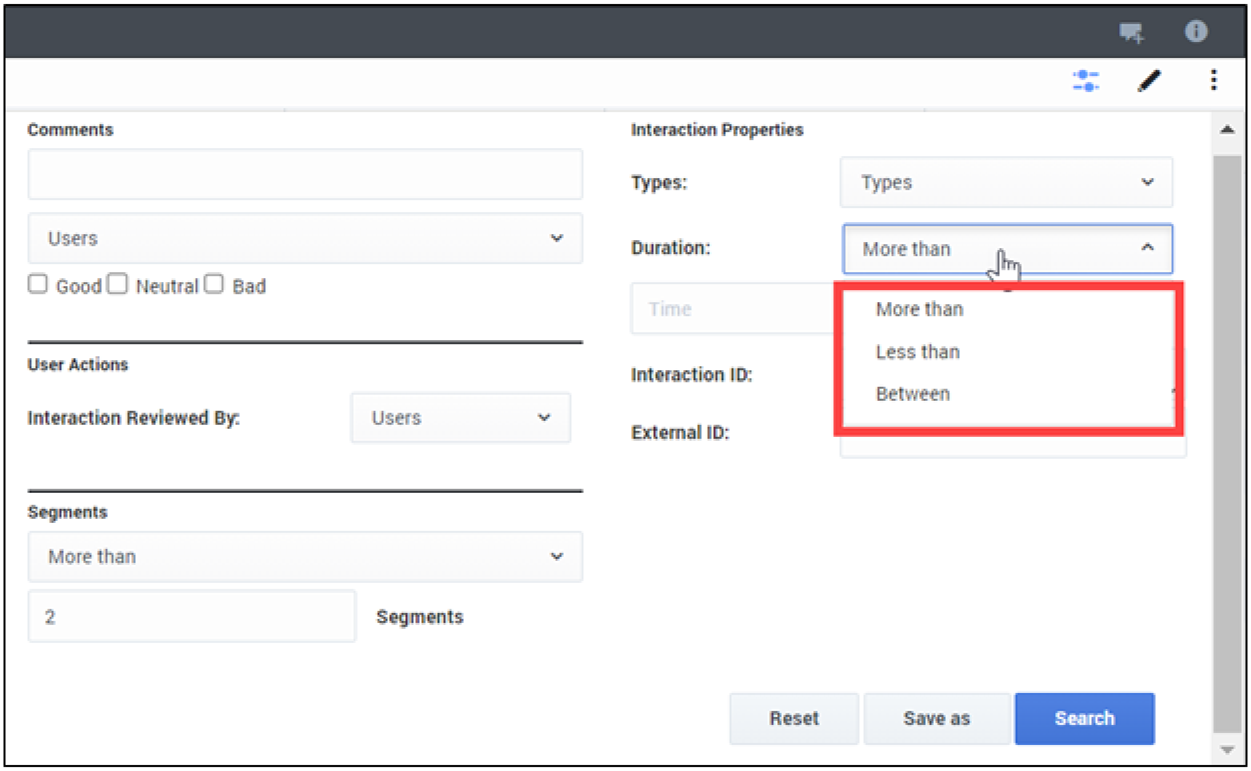


Segments: More than

Agents & Workgroups
Include
Agents
Include
Partitions
Metadata
Include
Name
Values
Comments
Users
☐ Good ☐ Neutral ☐ Bad
User Actions
Interaction Reviewed By:
Users
Interaction Properties
Types:
Types
Duration:
More than
Time
Secs
Interaction ID:
External ID:
More than
Less than
Between
Reset
Save as
Search

Search by Call Duration

To search by call duration, select **More than**, **Less than**, or **Between** from the **Duration** drop-down menu in the Interaction Properties section. Then enter the number of seconds in the **Secs** field.



Duration: More than

Segments: More than

2 Segments

Comments
Users
☐ Good ☐ Neutral ☐ Bad
User Actions
Interaction Reviewed By:
Users
Segments
Interaction Properties
Types:
Types
Duration:
Time
More than
Less than
Between
Interaction ID:
External ID:
Reset
Save as
Search

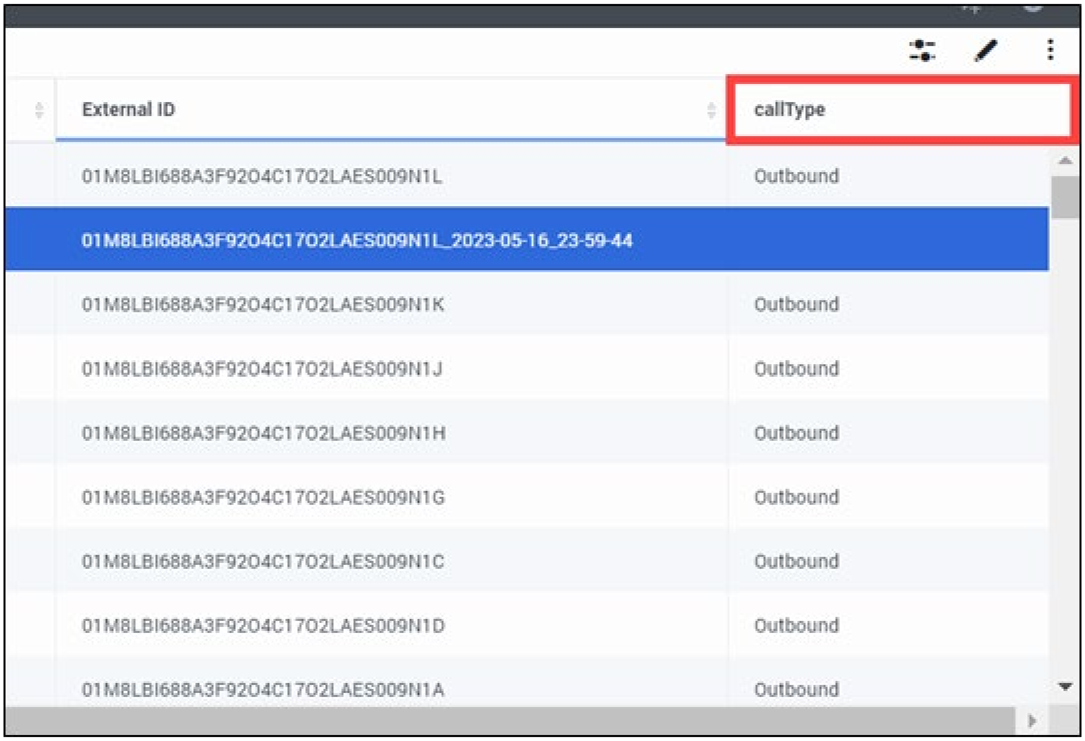
7.2.2.2 Sorting Results and Listening to Calls

(Video instructions available: Sorting Results and Listening to Calls)

After searching for a call, you can sort the results and listen to calls in the Explore Tab.

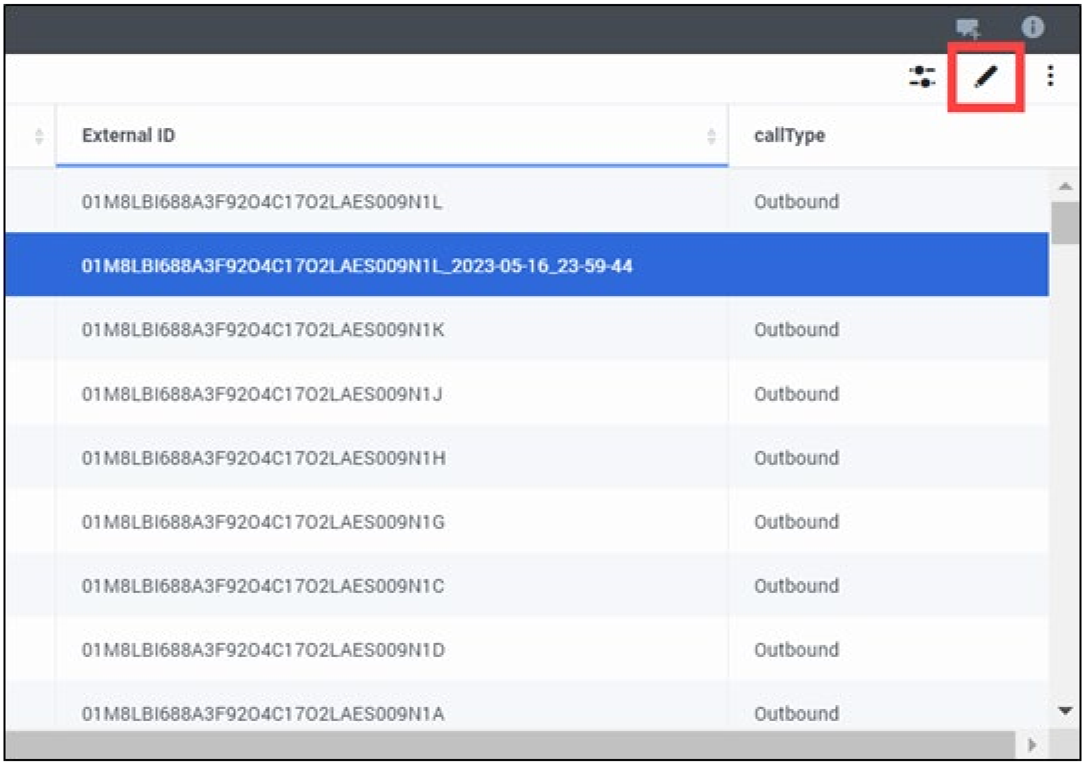
Sorting Results

The search results columns can be adjusted as needed. For example, if searching by inbound calls, you can add the callType column to the search results.



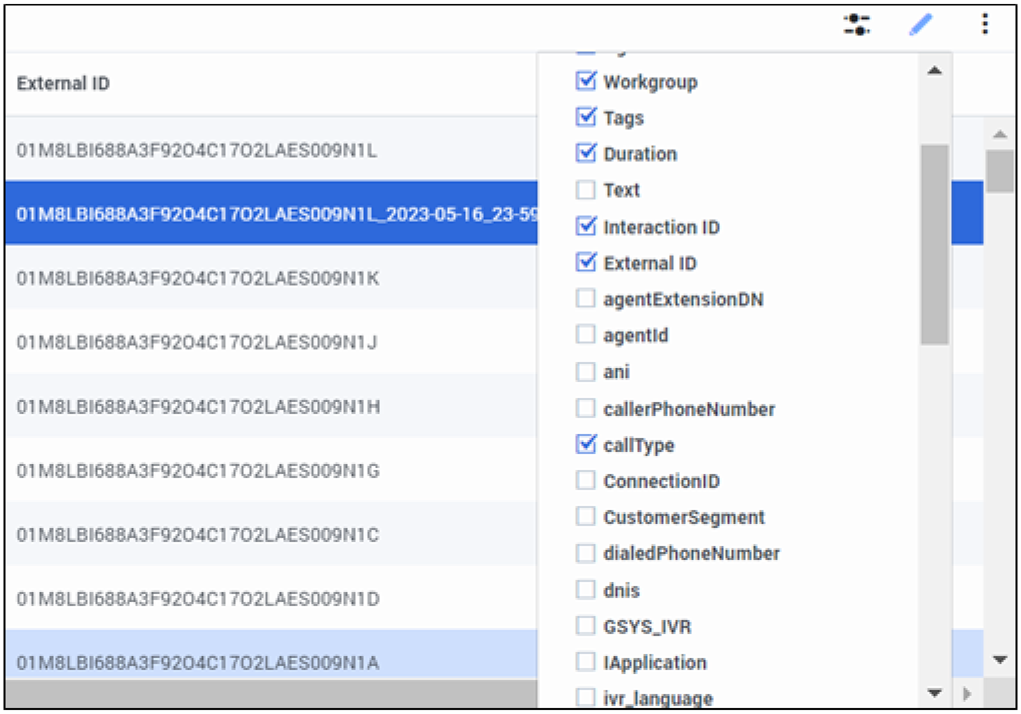
External ID	callType
01M8LBI688A3F9204C1702LAES009N1L	Outbound
01M8LBI688A3F9204C1702LAES009N1L_2023-05-16_23-59-44	
01M8LBI688A3F9204C1702LAES009N1K	Outbound
01M8LBI688A3F9204C1702LAES009N1J	Outbound
01M8LBI688A3F9204C1702LAES009N1H	Outbound
01M8LBI688A3F9204C1702LAES009N1G	Outbound
01M8LBI688A3F9204C1702LAES009N1C	Outbound
01M8LBI688A3F9204C1702LAES009N1D	Outbound
01M8LBI688A3F9204C1702LAES009N1A	Outbound

To adjust the search results columns, select the **Select Columns** icon that looks like a pencil on the results screen.



External ID	callType
01M8LBI688A3F9204C1702LAES009N1L	Outbound
01M8LBI688A3F9204C1702LAES009N1L_2023-05-16_23-59-44	
01M8LBI688A3F9204C1702LAES009N1K	Outbound
01M8LBI688A3F9204C1702LAES009N1J	Outbound
01M8LBI688A3F9204C1702LAES009N1H	Outbound
01M8LBI688A3F9204C1702LAES009N1G	Outbound
01M8LBI688A3F9204C1702LAES009N1C	Outbound
01M8LBI688A3F9204C1702LAES009N1D	Outbound
01M8LBI688A3F9204C1702LAES009N1A	Outbound

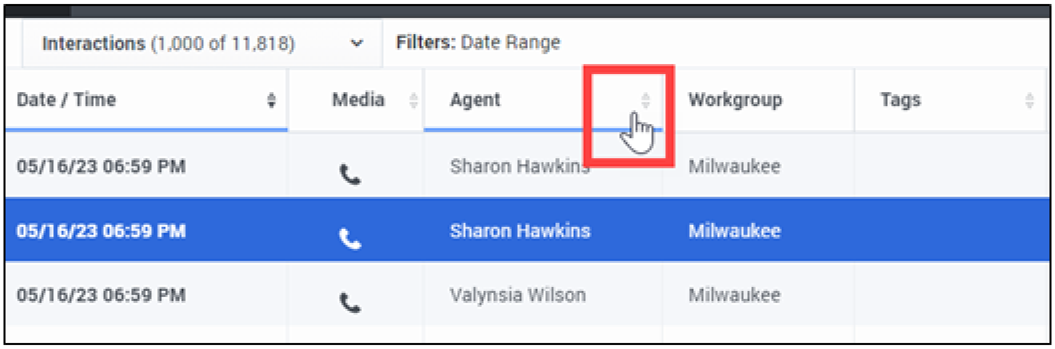
Then select the columns to add or remove. Note that any adjustments made to the results columns will be saved for future searches.



External ID
01M8LBI688A3F9204C1702LAES009N1L
01M8LBI688A3F9204C1702LAES009N1L_2023-05-16_23-59
01M8LBI688A3F9204C1702LAES009N1K
01M8LBI688A3F9204C1702LAES009N1J
01M8LBI688A3F9204C1702LAES009N1H
01M8LBI688A3F9204C1702LAES009N1G
01M8LBI688A3F9204C1702LAES009N1C
01M8LBI688A3F9204C1702LAES009N1D
01M8LBI688A3F9204C1702LAES009N1A

☑ Workgroup
☑ Tags
☑ Duration
☐ Text
☑ Interaction ID
☑ External ID
☐ agentExtensionDN
☐ agentId
☐ ani
☐ callerPhoneNumber
☑ callType
☐ ConnectionID
☐ CustomerSegment
☐ dialedPhoneNumber
☐ dnis
☐ GSYS_IVR
☐ IApplication
☐ ivr_language

Select arrows in a column to sort the results by ascending or descending order.

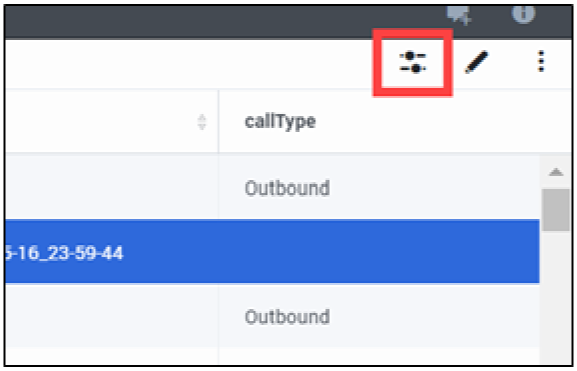

Interactions (1,000 of 11,818)
Filters: Date Range

Date / Time	Media	Agent	Workgroup	Tags
05/16/23 06:59 PM	☎	Sharon Hawkins	Milwaukee	
05/16/23 06:59 PM	☎	Sharon Hawkins	Milwaukee	
05/16/23 06:59 PM	☎	Valynsia Wilson	Milwaukee	

Adjusting Search Criteria

To return to the search page and make adjustments to the search criteria, select the Search Filters sliders icon that looks like sliders.

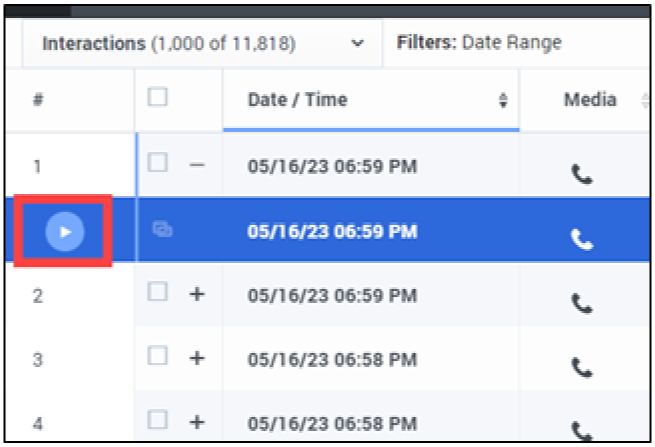
Do not use the back button on your browser to return to the search page.


callType
Outbound
-16_23-59-44
Outbound

Listening to Calls

To listen to a call, use the play button next to the segment of call on the search results page.

Some calls may have multiple segments for the ATS signature or if the call was transferred. Click the plus icon next to the call to see the segments.


Interactions (1,000 of 11,818)
Filters: Date Range

#	☐		Date / Time	Media
1	☐	−	05/16/23 06:59 PM	☎
▶			05/16/23 06:59 PM	☎
2	☐	+	05/16/23 06:59 PM	☎
3	☐	+	05/16/23 06:58 PM	☎
4	☐	+	05/16/23 06:58 PM	☎

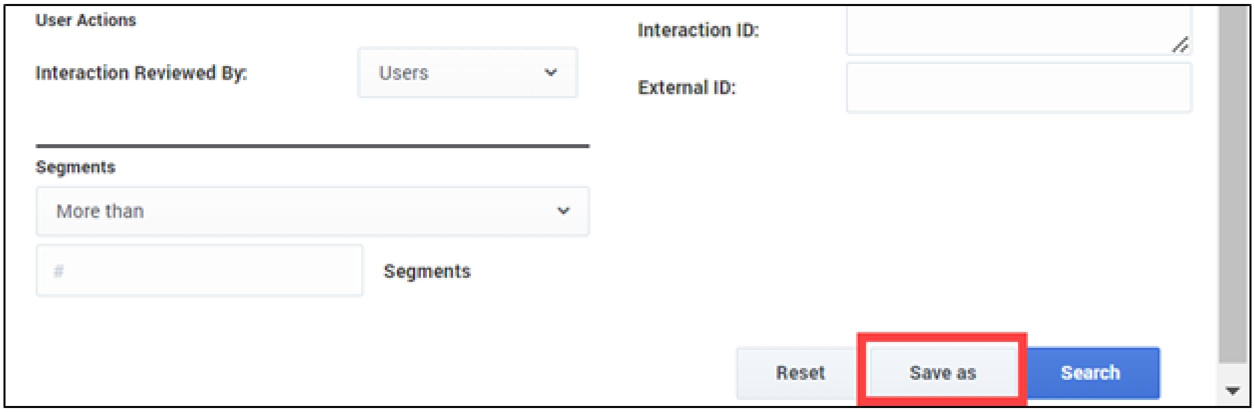
7.2.2.3 Saving Searches

(Video instructions available: Saving Searches)

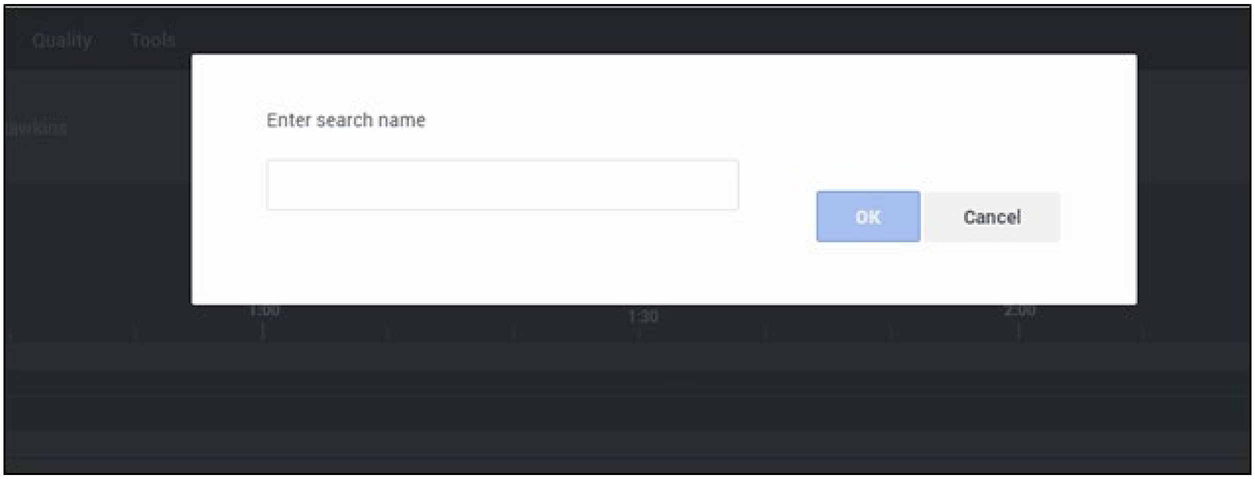
Saving a search in the Explore Tab can be helpful when the same criteria will be used multiple times. For example, saving a search that groups yesterday's calls together.

Saving a Search

To save a search, confirm the criteria to use and select **Save as** on the search page.

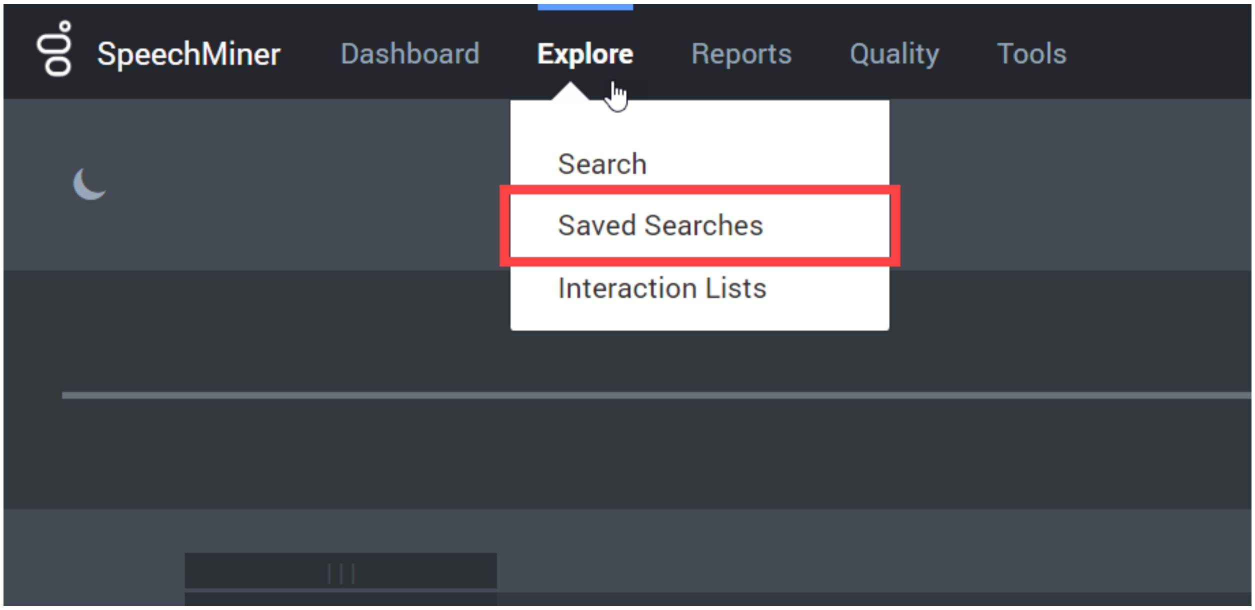

User Actions
Interaction Reviewed By:
Users
Interaction ID:
External ID:
Segments
More than
#
Segments
Reset
Save as
Search

Enter a name for the search and select **OK**.


Quality
Tools
Enter search name
OK
Cancel

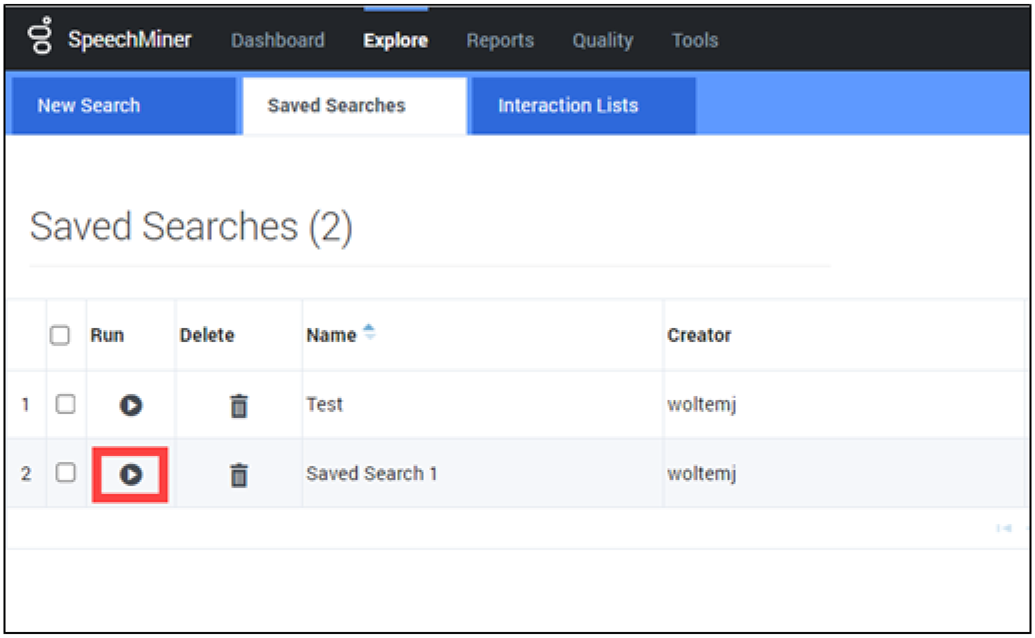
Viewing Saved Searches

To view your saved searches, select **Explore**, then **Saved Searches**.


SpeechMiner
Dashboard
Explore
Reports
Quality
Tools
Search
Saved Searches
Interaction Lists

Running Saved Searches

To run a saved search, use the play button next to the search on the Saved Searches page.


SpeechMiner
Dashboard
Explore
Reports
Quality
Tools
New Search
Saved Searches
Interaction Lists

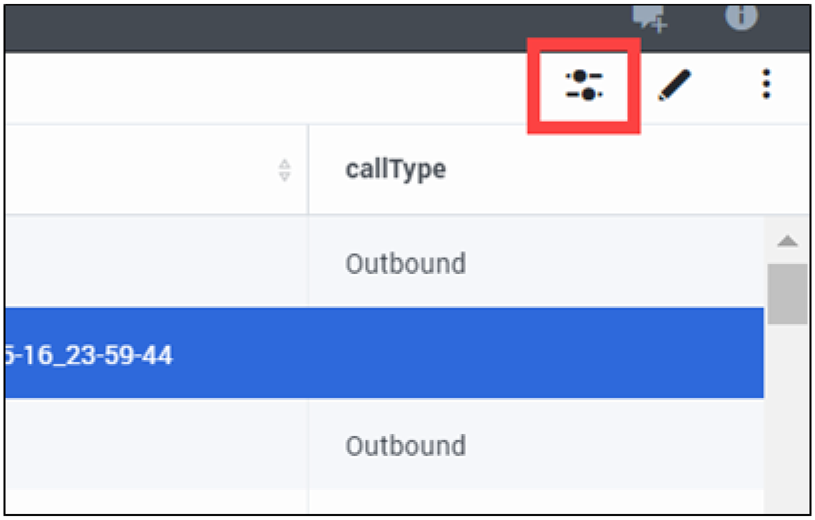
Saved Searches (2)

	☐	Run	Delete	Name	Creator
1	☐	▶	🗑	Test	woltemj
2	☐	▶	🗑	Saved Search 1	woltemj

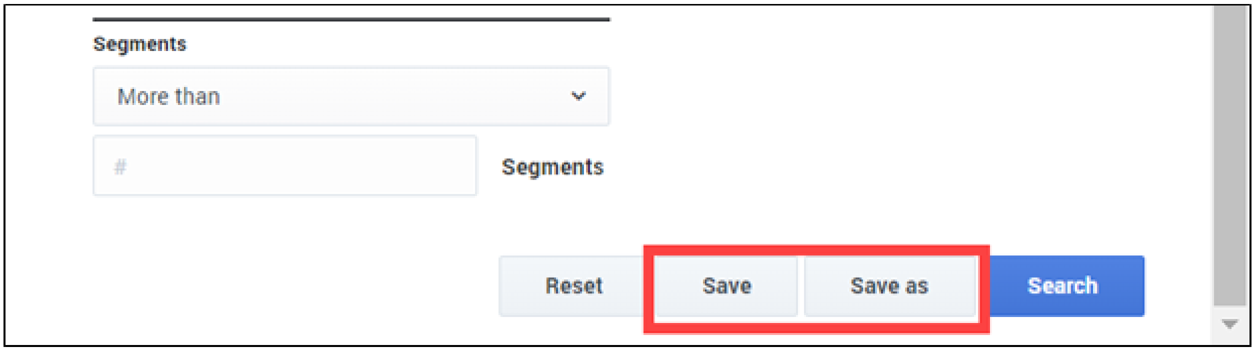
Editing Saved Searches

To edit a saved search, first run the search. This will open a new browser window.

Then select the **Search Filters** icon that looks like sliders to return to the search page.

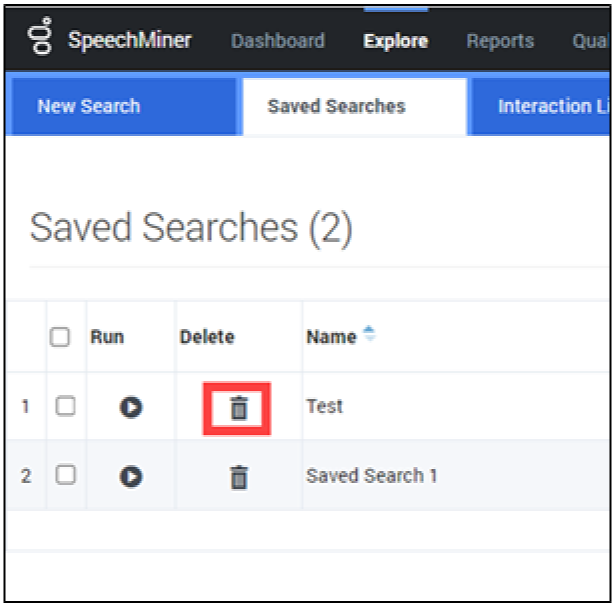

callType
Outbound
5-16_23-59-44
Outbound

Make any necessary changes, then select **Save** to update the saved search or **Save as** create a new saved search.


Segments
More than
#
Segments
Reset
Save
Save as
Search

Deleting a Saved Search

To delete a saved search, select the **trash icon** next to the search. Select **Yes** in the pop-up menu to confirm.


SpeechMiner
Dashboard
Explore
Reports
New Search
Saved Searches

Saved Searches (2)

	☐	Run	Delete	Name
1	☐	▶	🗑	Test
2	☐	▶	🗑	Saved Search 1

11.6 Submitting a Genesys Support Ticket

After referring to the Troubleshooting sections of this guide and the issue is still not resolved users must submit requests to the State of Wisconsin Help Desk for additional troubleshooting support. The Genesys Cloud Support Team receives and tracks support requests via the Wisconsin Help Desk.

General questions can be sent to: dhsgenesyscloudproject@dhs.wisconsin.gov

Examples of general questions include:

- How do I open a specific report?
- How do I subscribe to a specific report?

11.6.2 Opening a Ticket

Tickets can be opened by using one of the following ticket methods:

- Email helpdesk@wi.gov**(preferred)**
- Phone 608-261-4400 (Madison) | 866-335-2180 (Toll-free)
- State employees may use the Cherwell Portal

To expedite the triage process, it's strongly recommended to include the following in the subject line and body of the email.

Subject Line

The subject line needs to clearly describe the overall issue and mention Genesys.

Do	Don't
• "Cannot log into Genesys Agent Desktop" • "Unable to download recordings in Genesys Interaction Recording" • "Genesys new user request" • "Please set the Genesys Technical Business Event"	• "Genesys" • "Problems" • "Genesys Issue" • "Genesys isn't working" • "Trouble with Genesys"

Description

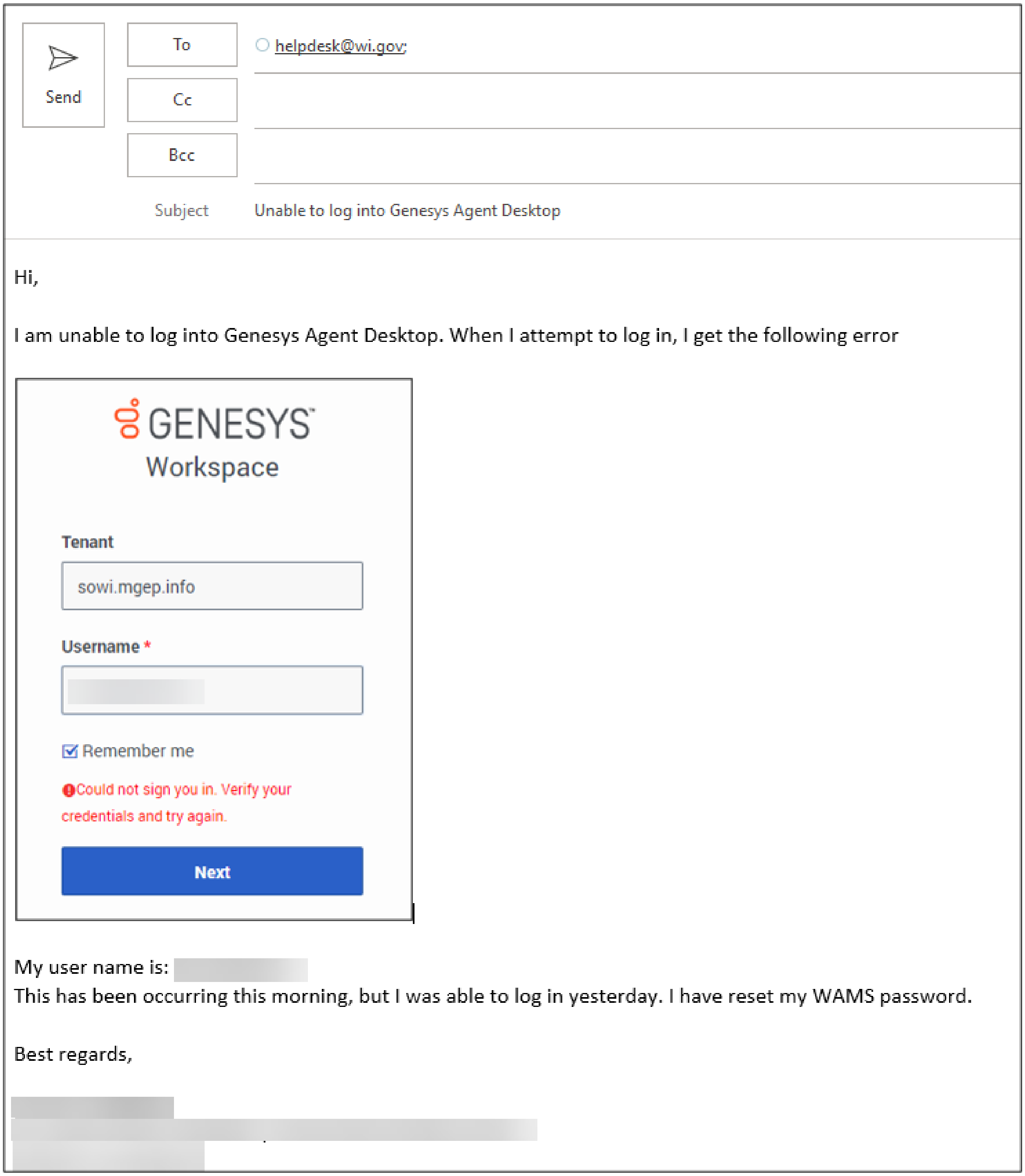
Include "**Please assign to DHS Genesys Cloud Support Team**" in the beginning of the email or description (not in the subject line).

Include a description with any details relevant to the issue(s), including:

- Name and Username
- Genesys Place the agent is logged into

- Connection ID (for calls)
- Screenshots
- Thorough description of what the user is experiencing
- Time/date of the incident
- Any error messages
- Any steps that could be used to reproduce the problem
- Any troubleshooting steps completed before opening the ticket

Show/Hide Example email ticket



To: helpdesk@wi.gov;

Subject: Unable to log into Genesys Agent Desktop

Hi,

I am unable to log into Genesys Agent Desktop. When I attempt to log in, I get the following error

GENESYS
Workspace

Tenant
sowi.mgep.info

Username *
[redacted]

☑ Remember me

Could not sign you in. Verify your credentials and try again.

My user name is: [redacted]
This has been occurring this morning, but I was able to log in yesterday. I have reset my WAMS password.

Best regards,

[redacted]

Note: Tickets missing the above information may be routed incorrectly or take longer to gather information necessary to resolve.