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Manage your Contact Center in Agent Setup

Create and manage agent skills

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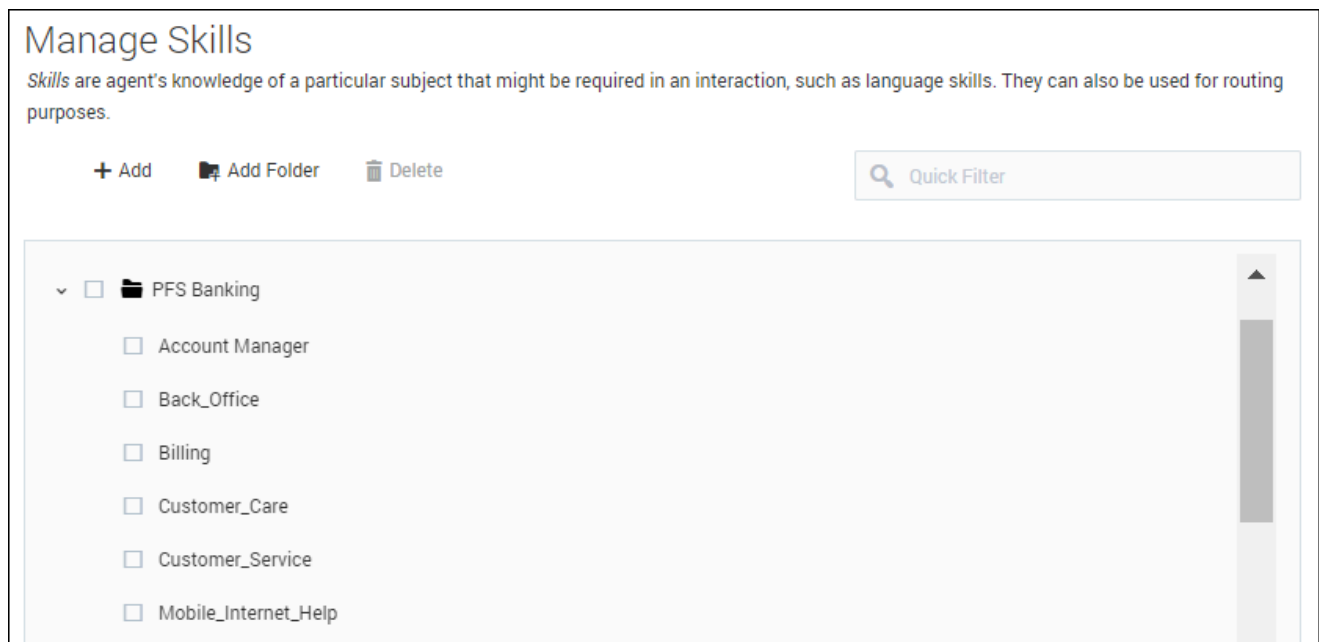


- Administrator

Create, organize, and assign skills to agents.

Related documentation:


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Skills are an agent's knowledge of a particular subject that might be required in an interaction, such as language skills. They can also be used for routing purposes.

To add a skill:

1. Click **Add**.
2. Type a name in the **Name** field.

You can also organize skills into folders. If needed, select  **Add Folder** to create a new folder.

Viewing an agent's Skills

The screenshot displays the 'Users' tab in the Agent Setup application. A table lists agents, with 'Aikim Brown' highlighted. The sidebar on the right shows details for Aikim Brown, including Supervisor, Agent Groups, Phone settings, Caller ID Settings, and Skills. The Skills section is circled, showing a search field and a list of skills: Lang_EN-US, AB_Office, AB_Windows, and 3 more...

Name	Username	Roles	Skills
Aikim Brown		Agent	6 Skills

Aikim Brown
Agent

Supervisor: false

Agent Groups
GEM_AB_AgentDesktop
GEM_KTP_LiveMonitoring

Phone settings
Wrap Up Time (sec): 10
AgentVoice Mail

Caller ID Settings
Anonymous Caller: No
In Conference: No
In Transfer: No
In Consultation: No

Skills
Lang_EN-US: 10
AB_Office: 10
AB_Windows: 10
3 more...

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To view which skills an agent has been assigned, from the **Users** tab, click either the agent's **Username**, **Roles**, or **Skills**. From the sidebar which opens on the right of the screen, scroll to the **Skills** section. Here you can either expand the list to view all the agent's skills, or you can use the **Search** field to search for a specific skill name.