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Manage your Contact Center in Agent Setup

Create and manage agent skills

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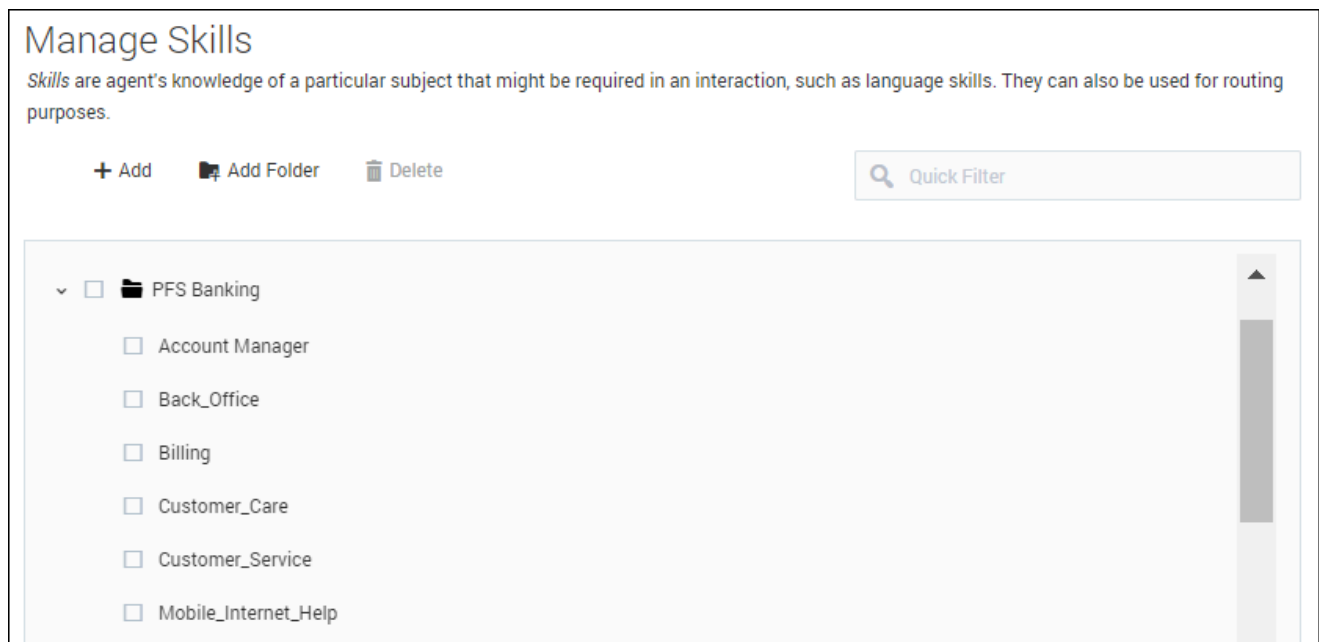


- Administrator

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' (false), 'Agent Groups' (GEM_AB_AgentDesktop, GEM_KTP_LiveMonitoring), 'Phone settings' (Wrap Up Time: 10, AgentVoice Mail), 'Caller ID Settings' (Anonymous Caller: No, In Conference: No, In Transfer: No, In Consultation: No), and 'Skills'. The 'Skills' section is circled, showing a search field and a list of skills: 'Lang_EN-US' (10), 'AB_Office' (10), 'AB_Windows' (10), and '3 more...'. The 'Edit User' button is at the bottom of the sidebar.

| Name | Username | Roles | Skills |
|-------------|----------|-------|----------|
| Aikim Brown | | Agent | 6 Skills |

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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.