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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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Manage Skills

Skills are 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.


+ Add Add Folder Delete Quick Filter

- ▼ PFS Banking
 - Account Manager
 - Back_Office
 - Billing
 - Customer_Care
 - Customer_Service
 - Mobile_Internet_Help

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 various agents, with 'Aikim Brown' highlighted. A sidebar on the right provides a detailed view of the selected agent's profile, including their supervisor, agent groups, phone settings, caller ID settings, and a list of skills. The 'Skills' section in the sidebar is circled, showing a search field and a list of skills such as 'Lang_EN_US', 'AB_Office', and 'AB_Windows'.

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...

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.