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Manage your Contact Center in Agent Setup

Create and manage agent skills

Contents

- [1 Viewing an agent's Skills](#)



- Administrator

Create, organize, and assign skills to agents.

Related documentation:

-
-

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 shows the 'Users' tab in the Agent Setup interface. A table lists users, with 'Aikim Brown' selected. A sidebar on the right displays the 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 (10), AB_Office (10), AB_Windows (10), and 3 more... The 'Edit User' button is visible at the bottom of the sidebar.

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...

Edit User

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.