![Genesys logo]

Manage your Contact Center in Agent Setup

Create and manage agent skills

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Create, organize, and assign skills to agents.

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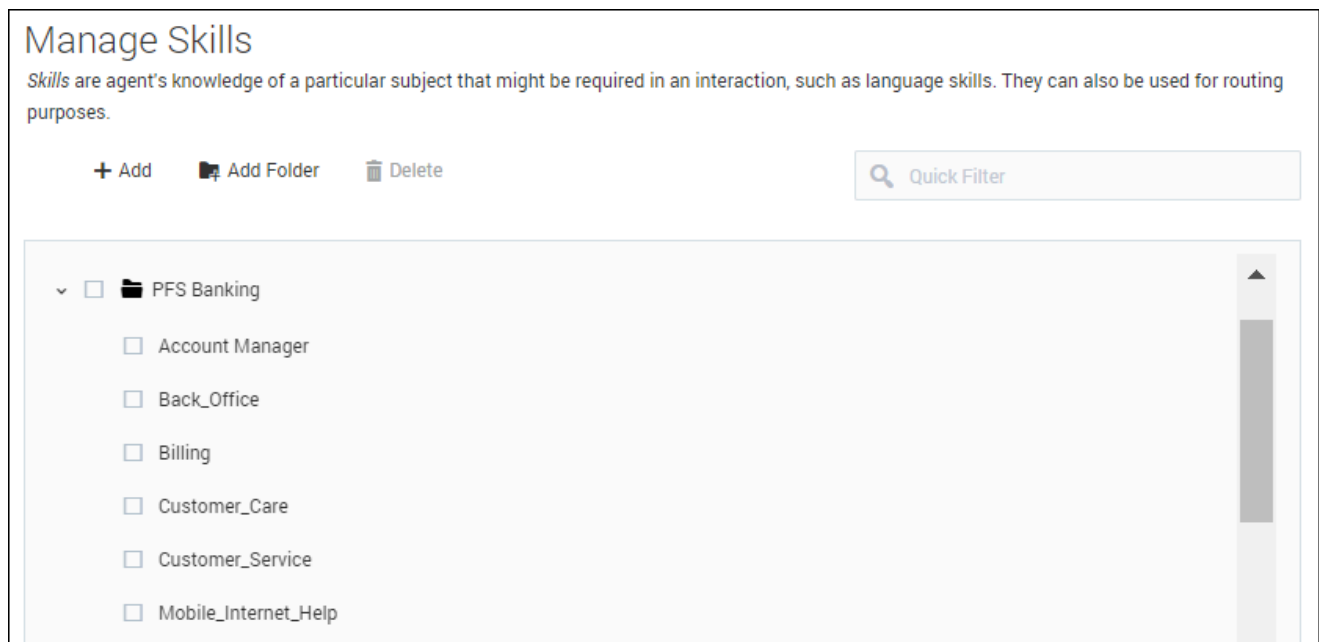
Skills are an agent's knowledge of a particular subject that might be required in an interaction, such as language skills. They can also be used for routing purposes.

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

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.