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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

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.