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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 name, role, and assigned skills. The 'Skills' section in the sidebar is circled in red, indicating the focus of the document.

Name	Username	Roles	Skills
Aikim Brown	[redacted]	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.