



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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 'Agent Groups', 'Phone settings', 'Caller ID Settings', and 'Skills'. The 'Skills' section is circled, showing a search field and a list of skills: 'Lang_ENL_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_ENL_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.