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# Manage your Contact Center in Agent Setup

Create and manage agent skills

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## Contents

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



- 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 supervisor, agent groups, phone settings, caller ID settings, and a list of skills. The 'Skills' section in the sidebar is circled, showing a search field and a list of skills such as 'Lang\_EN\_US', 'AB\_Office', and 'AB\_Windows'.

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...

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.