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Genesys Administrator Extension Help

Agent Skills


Agent Skills

The Agent Skills panel provides a streamlined interface for the creation and management of agent skills.

Skills are qualities or abilities that agents possess and that affect the placement of each agent in a contact-center hierarchy. Common skills include abilities in different languages, particular categories of product knowledge, or ability in particular types of sales.

Agents can be associated with a set of skills. For each skill, the agent is also given a skill level, or a level of competency with this skill.

The Agent Skills panel lists the skills in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders.

 **Note:** Skills that are disabled will appear grayed out in the list.

Tenancy Permission Settings

Account Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, select the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

Actions

Click the name of a skill to view additional information about the object. You can also set [options](#) and [access control](#).

You can perform the following tasks from the Skills panels:

- [Create skills](#)
- [Delete skills](#)
- [Copy skills](#)
- [Enable or disable skills](#)