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Genesys Administrator Extension Help

Copying Skills

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To copy a skill, perform the following actions:

1. Go to Accounts > System > Agent Skills.
2. Select a skill to copy. More information about the skill is displayed in a new panel to the right.
3. In the new panel, click the Copy button. A new panel opens to the right.
4. Enter the following information:
 - Name—The name of the skill

Important

The Name field must be unique in the environment.

- Tenant and Folder—The tenant and folder to which this skill belongs

Important

The list of displayed folders is based on each tenant's access settings.

5. Click the Save button.