

GENESYS

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.

Genesys Administrator Extension Help

Creating Skills

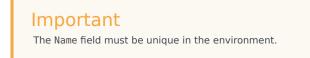
5/7/2025

Creating Skills

Creating Skills

To create a skill, perform the following actions:

- 1. Go to Accounts > System > Agent Skills.
- 2. Click the New button.
- 3. Enter the following information:
 - Name—The name of the skill



• 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.

4. Click the Save button.