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Genesys Administrator Extension Help

Creating Skills

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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

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.

4. Click the Save button.