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Genesys Administrator Extension Help

Deleting Skills

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Deleting Skills

There are multiple methods to delete a skill:

- [Delete a single skill](#)
- [Delete multiple skills](#)

Deleting a Single Skill

1. Go to **Accounts > System > Agent Skills**.
2. Select a skill in the **Skills** list. More information about the skill is displayed in a new panel to the right.
3. In the new panel, click the **Delete** button.
4. A dialog box displays to confirm the action:
 - Click the **OK** button to continue.
 - Click the **Cancel** button to discard the action.

Deleting Multiple Skills

To delete multiple skills simultaneously, perform the following actions:

1. In the **Skills** list, select the check box of each skill to be deleted.
2. Click the **Bulk Change** button, and select **Delete** from the pop-up list of options.
3. A dialog box displays to confirm the action:
 - Click the **OK** button to continue.
 - Click the **Cancel** button to discard the action.