GENESYS™

Genesys Administrator Extension Help

Enabling or Disabling Skills

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Enabling or Disabling Skills

There are multiple methods to enable or disable a skill:

- Enable or disable a single skill
- Enable or disable multiple skills

Enabling or Disabling a Single Skill

1. Go to Accounts > System > Agent Skills.
2. Select a skill. A new panel opens to the right.
3. In the new panel, perform one of the following actions:

   - If the skill is currently enabled, click the Disable button.
   - If the skill is currently disabled, click the Enable button.

Enabling or Disabling Multiple Skills

1. In the header, go to Accounts > System > Skills.
2. In the Skills panel, select the check box beside each skill that you want to enable or disable.
3. Click the Bulk Change button. A pop-up menu displays. Select Enable to enable the selected skills, or Disable to disable the selected skills.
4. A dialog box displays to confirm the action:

   - Click the OK button to continue.
   - Click the Cancel button to discard the action.