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Genesys Administrator Extension Help

Agent Skills

Agent Skills

The Agent Skills panel provides a streamlined interface for the creation and management of Agent Skills.

Skills are qualities or abilities that agents possess and that affect the placement of each Agent in a contact-center hierarchy. Common Skills include abilities in different languages, particular categories of product knowledge, or ability in particular types of sales.

Agents can be associated with a set of Skills. For each Skill, the Agent is also given a Skill level, or a level of competency with this Skill.

Display Options

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The Agent Skills panel lists the skills in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders.

Important

Skills that are disabled will appear grayed out in the list.

Configuration Object Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, select the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

Procedures

Possible Procedures from this Panel

Click the name of a Skill to view additional information about the object. You can also set **options** and **access control**.

You can perform the following actions:

Creating Skills

[+] Click here to reveal procedure

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.

Deleting Skills

[+] Click here to reveal procedure

There are multiple methods to delete a Skill. Choose a procedure below:

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.

Copying Skills

[+] Click here to reveal procedure

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.

Enabling or Disabling Skills

[+] Click here to reveal procedure

There are multiple methods to enable or disable a Skill. Choose a procedure below:

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.