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Genesys Administrator Extension Help

Skills

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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.

Viewing Skills

The **Skills** list shows the Skills that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

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

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges 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 cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

To select or de-select multiple objects at once, click **Select**.

Working with Skills

To create a new Skill object, click **New**.

To view or edit details of an existing object, click the name of the object, or click the check box beside an object and click **Edit**. The Users listed in the **Dependencies** tab appear as link. When you click a **Username** link, the **<Person> Properties** window opens, where you can edit the properties of that particular User. In the **<Person> Properties** window, click **Back** in the **General** tab to return to the originated configuration object from where you navigated to this associated configuration object.

To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

Important

When you delete a Skill, it is removed from the Configuration Database and from any Agent to which it is assigned. If you want to remove only the Skill from an Agent to which it is assigned, but leave it in the Configuration Database and available for assignment to another Agent, remove the Skill from the Agent.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Skill.
- **Move To**—Move a Skill to another [hierarchical structure](#).
- Enable or disable Skills.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of a Skill to view additional information about the object. You can also set [options](#) and [permissions](#), and view [dependencies](#).

Procedure: Creating Skill Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** button to select a value from a list:
 - **Name**—The name of this Skill. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Save**.