



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Contact Center Advisor and Workforce Advisor Help

Maintaining Agent Skills and Skill Levels

# Maintaining Agent Skills and Skill Levels

To add, edit or remove skills and skill levels for single or multiple agents:

1. Select the agent(s) from the dashboard, and launch Resource Management. For information about selecting agents, see [Selecting Agents](#).
2. Select the check boxes next to the agents whose skills and levels are to be changed. To select agents adjacent to one another in the list, select one agent check box then **SHIFT + click** to select the check box for the last agent in the adjacent set.
3. Either add, edit or remove the skills and skill levels for the selected agents, as explained in the sections that follow.

To add a skill:

1. From the **Action** drop-down list, select **Add**. The **Skill** drop-down list opens, showing all of the available skills.
2. Select a skill. From the **Level** drop-down list, select the skill level (a value between 1 and 10).

If you assign a skill that the agent already has, the skill level is overwritten. For example, if Diane has "French" as a skill at level 3, and you re-assign Diane the "French" skill at level 5, Diane's "French" skill level will be overwritten with level 5.

To edit a skill:

1. From the **Action** drop-down list, select **Edit**. The **Skill** drop-down list shows an aggregated list of the skills based on the selected agents. For example, if two agents are selected and the first agent has two skills ("English" and "French") and the second agent has two skills ("English" and "Spanish"), then the **Skills** drop-down list contains "English", "French", and "Spanish".
2. Either select a skill from the complete **Skill** drop-down list or enter the skill name in the drop-down list and select one from the shorter list that appears.
3. Select a level. The selected agents who already have that skill are updated with the new skill level. If a selected agent does not have that particular skill, no changes are made to the agent.

To remove a skill:

1. From the **Action** drop-down list, select **Remove**. The **Skill drop-down** list shows an aggregate of the skills based on the selected agents (as described above under "To edit a skill").
2. Select the skill to be removed or type the skill name in the drop-down box and select one from the shorter list. That skill is removed from the selected agents. If a selected agent does not have that skill, no change is made.

To save or cancel your changes:

1. To save the changes, click **Apply**, and then confirm at the prompt.
2. To see which agents the change is being applied to, select the **Show Agents** check box.
3. Click **OK** or, to return to Resource Management without saving changes, click **Cancel**.

- If you clicked **OK**, the **Notification** dialog box opens. For information about notifications, see [Notifying Agents About Changes](#).