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Contact Center Advisor and Workforce Advisor Help

Managing Agent Skills

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Managing Agent Skills

Using Resource Management you can manage the skills, skill levels, and login status of agents. You can:

- Add, edit, or remove skills and skill levels of agents, see [Maintaining Agent Skills and Skill Levels](#). You can apply changes to up to 150 agents at once in a single transaction.
- Log agents out from T-Server or SIP Server.
- Notify parties of changes to skills, see [Notifying Parties About Changes](#).