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# Contact Center Advisor and Workforce Advisor Help

Maintaining Agent Skills and Skill Levels

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# Maintaining Agent Skills and Skill Levels

You can use **Resource Management** to manage the skills and/or skill levels of agents if you work in a role that has access to the **Manage Skills** panel.

You can change the agents that appear in one page of the RMC dashboard. The most that can appear is 150 agents, therefore you can change up to 150 agents at once in a single transaction.

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

1. In the CCAdv or WA dashboard, select an object related to agents. See [Using Resource Management](#).
2. Launch Resource Management.
3. 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.
4. 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.

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 About Change to Skill or Status](#).