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Contact Center Advisor and Workforce Advisor Help

Managing Agent Skills and Status

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Managing Agent Skills and Status

Using **Resource Management** you can manage the skills, skill levels, and login status of agents if you work in a role that has access to all of the **Resource Management** window.

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.

If you see the **Manage Skills** panel in **Resource Management**, then you can:

- Add, edit, or remove skills and skill levels of agents. See [Maintaining Agent Skills and Skill Levels](#).

If you see the **Manage Status** panel in **Resource Management**, then you can:

- Log agents out from T-Server or SIP Server. See [Logging Out an Agent](#).

In either workflow you can:

- Notify people about changes, see [Notifying About Change to Skill or Status](#).