



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.

Platform SDK Developer's Guide

CfgSkill

12/21/2025

Contents

- [1 CfgSkill](#)
 - [1.1 Description](#)
 - [1.2 Filter Keys](#)
 - [1.3 Attributes](#)
 - [1.4 Comments](#)
 - [1.5 XML Representation](#)
 - [1.6 See Also](#)

CfgSkill

Description

Skills are qualities or abilities that Agents possess. These Skills affect how Agents are placed in a contact center hierarchy.

Common skills include abilities in different languages, particular categories of product knowledge, or ability in particular types of sales.

[Top of Page](#)

Filter Keys

Filter Name	Type	Description
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the skill(s) that belong to this tenant.
state	int	Current state of a skill (see CfgObjectState). If specified, Configuration Server will return information only about skills that are currently in this state.
dbid	int	A unique identifier of a skill. If specified, Configuration Server will return information only about this skill.
name	string	Name of a skill. Shall be specified as a character string. If specified, Configuration Server will return information only about the skill(s) with that name.

Attributes

- DBID — An identifier of this object in the Configuration Database. Generated by Configuration Server and is unique within an object type. Identifiers of deleted objects are not used again. Read-only.
- name — A pointer to the name of the skill. Mandatory. Must be unique within the tenant.

- tenantDBID — A unique identifier of the **Tenant** that this skill belongs to. Mandatory. Once specified, cannot be changed.
- state — Current object state. Mandatory. Refer to **CfgObjectState**.
- userProperties — A pointer to the list of user-defined properties. Parameter userProperties has the following structure: Each key-value pair of the primary list (TKVList *userProperties) uses the key for the name of a user-defined section, and the value for a secondary list, that also has the TKVList structure and specifies the properties defined within that section.

Comments

Deletion of Skill X will cause the following events set out in the order of arrival:

Modification of skillLevels of all agents that were associated with Skill X Deletion of Skill X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgSkill>
  <DBID value="101" />
  <name value="Skill" />
  <tenantDBID value="1" />
  <state value="1" />
</CfgSkill>
```

See Also

CfgDeltaSkill