

# **GENESYS**

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## Workforce Management Web for Supervisors Help

**Business Unit Skills** 

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# Business Unit Skills

Using the **Business Units > Skills** pane, you can select the skills you want to include in a business unit (BU). To open this pane, select a BU and in the right-side pane, click **Skills**.

Skills are imported into WFM automatically during synchronization, but they are first defined and assigned to agents in Genesys Administrator. In WFM, skills are assigned to business units (not sites). A skill is assigned to one business unit only and can be assigned only to activities and profiles under this business unit.

Read more about skills in the *Workforce Management Administrator's Guide*.

### Skills Pane Controls

Save Now	Click to save the properties after you have entered them or made changes.
Add Skills to Business Unit	Click to add a skill to a business unit. When clicked, opens a list of available skills from which to choose.
Remove Skills from Business Unit	Click to remove a skill from a business unit.
lelp	Click to open a Help topic for the <b>Skills</b> pane.

#### Available Skills Pane Controls

4 Apply	Click to apply this skill to the selected business unit.
X Close	Click to close the <b>Available Skills</b> pane.
🙆 Help	Click to open a Help topic for the <b>Available Skills</b> pane.

#### Adding Skills to Business Units

To add a skill to your business unit:

- 1. Select a business unit.
- In the Skills pane, select Add Skills to Business Unit The Available Skills pane opens.



- 2. Click Remove Skills from Business Unit
- 3. When the **Confirmation** dialog opens, select **Yes** to proceed or **No** to cancel the action.
- 4. Click Save Now

#### Sorting and Searching Skills Lists

To sort the skills in a list:

• Click the header of the column by which you want to sort the skills.

To search for skills in a list:

• Type the skill name in the **Search** field and press **Enter**.