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# Workforce Management Web for Supervisors Help

Configuring Skills for Multi-Site Activities



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# Configuring Skills for Multi-Site Activities

Use the **Skills** pane to add, or delete skills that are associated with a multi-site activity.



## Adding Skills to a Multi-Site Activity

To add a skill to a multi-site activity:

1. In the **Objects** pane, select a business unit.
2. In the **Activities** pane, select the multi-site activity, to which you want to add skills.
3. At the top of the **Multi-Site Activities Properties** pane, click **Skills**.
4. When the **Skills** pane opens, click **Add Skills to an Activity**  .
5. In the **Skills** pane, assign the minimum and maximum skill levels.
  - **Skill Minimum Level**—A minimum skill level value required for an agent with this skill to perform this activity. Define whatever range is appropriate for each skill, such as 1 to 10 or 1 to 100. The range should be consistent with the range used in Configuration Manager.
  - **Skill Maximum Level**—A maximum skill-level value required for an agent with this skill to perform this activity.
6. In the list of skills, select those that you want to associate with the multi-site activity.  
**To quickly find a skill, you can enter search criteria into the Search field (for example, the skill name). You must define skills in Configuration Manager before they appear in this list.**
7. When you have finished selecting skills, click **Apply**  .

## Deleting a Skill Associated With a Multi-Site Activity

To delete a skill:

1. In the Skills pane, select the skill you want to delete.  
**To quickly find a skill, you can enter search criteria into the Search field (for example, the skill name).**
2. Click **Delete**  .
3. When you have finished deleting skills, click **Save Now**  .