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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.
 Help	Click to open a Help topic for the Skills pane.

Available Skills Pane Controls

 Apply	Click to apply this skill to the selected business unit.
 Close	Click to close the Available Skills pane.
 Help	Click to open a Help topic for the Available Skills pane.


Adding Skills to Business Units

To add a skill to your business unit:

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

Important

The Available Skills pane contains unassigned skills only. To assign this same skill to another BU, you must first unassign it from this BU.

3. Select a skill and click **Apply**  .
The skill appears in the **Skills** pane and is assigned to the selected business unit.



Tip

If you select a skill that cannot be applied, the **Review Validation Messages** pane opens with an error description.

4. Click **Save Now**  .

Removing Skills from Business Units

To remove a skill from a business unit:

1. In the **Skills** pane, select the skill you want to remove.
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**.