Genesys Engage cloud Workforce Management 8.5.1 Guide

Configuring Skills for Activities

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> ### Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

Use the **Skills** pane to add, or delete skills that are associated with an activity.

Note the following information about skills:

- If you add a skill to an activity, only agents with that skill are scheduled for that activity.
- If you associate multiple skills with an activity, agents must have all of the skills to work on the activity.
- An activity may include more than one skill, or it may represent a particular skill level.

Skills Security Features

Only the skills that the current user is authorized to access in Genesys Administrator are visible.

If a user's security access has changed so that he or she can no longer access certain skills, those skills are still visible; but the user whose access was changed cannot add, delete, or modify them.

Adding Skills to an Activity

To add a skill to an activity:

1. In the **Activities** pane, select the activity, to which you want to add skills.
2. At the top of the **Activities Properties** pane, click **Skills**.
3. When the **Skills** pane opens, click **Add Skills to an Activity** .
4. 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 Genesys Administrator.

- **Skill Maximum Level**—A maximum skill-level value required for an agent with this skill to perform this activity.

5. In the list of skills, select those that you want to associate with this activity.
   To quickly find a skill, you can enter search criteria into the **Search** field (for example, the skill name).

6. When you have finished selecting skills, click **Apply** ↵ .

Deleting Skills Associated With an 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** 🖫 .