Genesys Engage cloud Workforce Management 8.5.1 Guide

Business Unit Skills

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Business Unit Skills

> **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.

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

Skills are assigned to business units only.

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**.