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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**  .