

Oprettelse af skillset

Skillsets er samlinger af skills. De gør det muligt at definere "typer" af agenter. Skillsets tildeles til agenter.

1. Vælg fanen **Queues & Skills** (Køer og skills) i menuen **Settings** (Indstillinger).
2. Vælg **Skill Sets** (Skills) i menuen til venstre.
3. Klik på "+"-ikonet nederst til højre på skærmen.
4. Navngiv skillsettet, og angiv eventuelt en beskrivelse.
5. Angiv de skills, der udgør skillsettet
6. Klik på **Create** (Opret)

The screenshot shows the 'Settings' interface with the 'Queues & Skills' tab selected. The left sidebar contains 'Skillsets', 'Skills', and 'Forecast Queues'. The main area is titled 'Skill Sets' and features a list of existing skill sets, each with a red circular icon containing a plus sign and a vertical ellipsis menu. The list includes: Demo Sales, Demo SalesService, Demo Service, PS BG UK INT, PS FI UK, PS NO DK SE SMS UK IT, PS SE SMS, PS UK, and U-WFM. At the bottom of this list is a blue bar with '1 - 9 of 9' and navigation arrows. To the right, a 'Trial' modal is open, showing a 'Skill Set Name' field with 'Trial' entered, a 'Skill Set Description' field with 'Generic skill', and an 'Assigned Skills' section with a search bar containing 'Demo Sales' and a 'Create' button. A red bar at the bottom of the modal contains the text 'Changes have been made'.