

## 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 with a filter dropdown. 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. On the right, a 'Trial' configuration panel is visible, showing 'Skill Set Name' as 'Trial', 'Skill Set Description' as 'Generic skill', and 'Assigned Skills' as 'Demo Sales'. A 'Create' button is located at the bottom right of the interface, and a status bar at the bottom indicates 'Changes have been made'.