

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 displays the 'Settings' interface for 'Skill Sets'. The left sidebar shows navigation options: 'Skillsets', 'Skills', and 'Forecast Queues'. The main content area is titled 'Skill Sets' and features a list of existing skill sets, each with a red circular icon 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, it shows '1 - 9 of 9' items. On the right side, there is a 'Trial' form for creating a new skill set. It has a 'Skill Set Name' field with the value 'Trial', a 'Skill Set Description' field with the value 'Generic skill', and an 'Assigned Skills' section. The 'Assigned Skills' section has a search bar with the value 'Demo Sales' and a list of skills. At the bottom right of the page, there is a red bar with the text 'Changes have been made' and a 'Create' button.