Creating skills

How to tell the system which queues individual agents can deal with

1. In the **Settings** menu, choose the **Queues & Skills** tab.

2. Choose **Skills** in the left menu.

3. Click the '**+**' icon at the bottom right of screen.

4. Name the Skill & enter a description if needed.

Skills can be used on multiple queues.

E.g. If there are 2 queues, **Sales_UK** & **Sales_US** a single **Sales** skill could be created and linked to both queues. This would mean that agents with the **Sales** skill could deal with quereis from both queues.

It is very common for Skills to have a 1:1 relationship with Queues.