

Creating skill sets

Skill Sets are receipes of Skills. It allows 'types' of agents to be defined. Skill Sets are assigned to agents.

1. In the **Settings** menu, choose the **Queues & Skills** tab.
2. Choose **Skill Sets** in the left menu.
3. Click the '+' icon at the bottom right of screen.
4. Name the Skill Set & enter a description if needed.
5. Enter the Skills that make up the Skill Set
6. Click **Create**

The screenshot displays the 'Settings' page with the 'Queues & Skills' tab selected. The left sidebar shows 'Skillsets' as the active menu item. 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 for actions. The skill sets listed are: 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 indicates '1 - 9 of 9' items. To the right, a 'Trial' modal is open, showing a form to create a new skill set. The form includes a 'Skill Set Name' field with the value 'Trial', a 'Skillset Description' field with the value 'Generic skill', and an 'Assigned Skills' section. The 'Assigned Skills' section has a search bar with 'Demo Sales' entered and a 'Create' button at the bottom right. A red bar at the bottom of the modal indicates 'Changes have been made'.