

Creating skill sets

Skill Sets are recipes 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 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, the 'Trial' configuration form is visible, showing fields for 'Skill Set Name' (set to 'Trial') and 'Skill Set Description' (set to 'Generic skill'). Below these is the 'Assigned Skills' section, which contains a search bar and a dropdown menu currently showing 'Demo Sales'. At the bottom right, a red bar indicates 'Changes have been made' and a 'Create' button is present.