

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' page with the 'Queues & Skills' tab selected. The left sidebar contains 'Skillsets', 'Skills', and 'Forecast Queues'. The main content 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 fields for 'Skill Set Name' (set to 'Trial') and 'Skill Set Description' (set to 'Generic skill'). Below these is an 'Assigned Skills' section with a search bar containing 'Demo Sales' and a 'Create' button at the bottom right. A status bar at the bottom indicates 'Changes have been made'.