

Skapa kompetensuppsättningar

Skicklighetsuppsättningar är mottagningar av färdigheter. Det gör att "typer" av agenter kan definieras. Skicklighetsuppsättningar tilldelas agenter.

1. I menyn Inställningar väljer du fliken Köer & Skill.
2. Välj Skillset i menyn till vänster.
3. Klicka på plustecknet längst ned till höger på skärmen.
4. Namnge kompetensuppsättningen och ange en beskrivning om det behövs.
5. Ange de kompetenser som utgör kompetensuppsättningen
6. Klicka på **Skapa**

The screenshot displays the 'Settings' application interface. The top navigation bar includes 'Home' and 'Settings'. Below it, a secondary navigation bar lists 'Campaign & Sites', 'Shifts & Activities', 'Queues & Skills' (which is the active tab), 'Teams', 'Adherence', and 'System'. On the left, a sidebar menu contains 'Skillsets' (highlighted in red), 'Skills', and 'Forecast Queues'. The main content area is titled 'Skill Sets' and features a 'Filter' dropdown. A list of skill sets is shown, each with a red circular icon containing 'PS' and a vertical ellipsis menu to its right. 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'. On the right side, 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 'Skill Set Description' field with the value 'Generic skill', and an 'Assigned Skills' section. The 'Assigned Skills' section contains a search bar with the text 'Demo Sales' and a dropdown arrow. At the bottom right of the modal, there is a 'Create' button. A red banner at the bottom of the page states 'Changes have been made'.