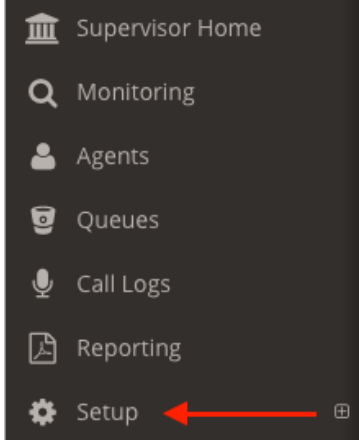


Adding Skills

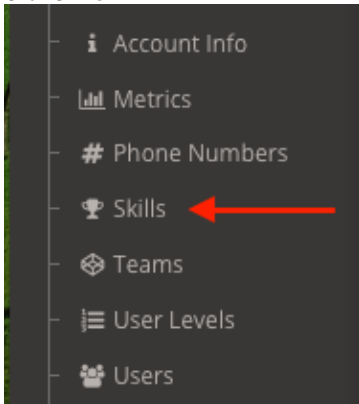
Skills are attributes that are assigned to Agents, and the proficiencies of those corresponding skills are used to determine if an Agent is qualified to answer calls from a given Queue. Skills will be used in creating a Queue and should be established first in the interface. Adding and modifying skills is a Manager-level function.

Creating/Adding a Skill

1. Using the Flow domain provided, access the interface with Manager credentials.
2. Click **Setup** in the left-hand menu to expand the section.



3. Click **Skills**.

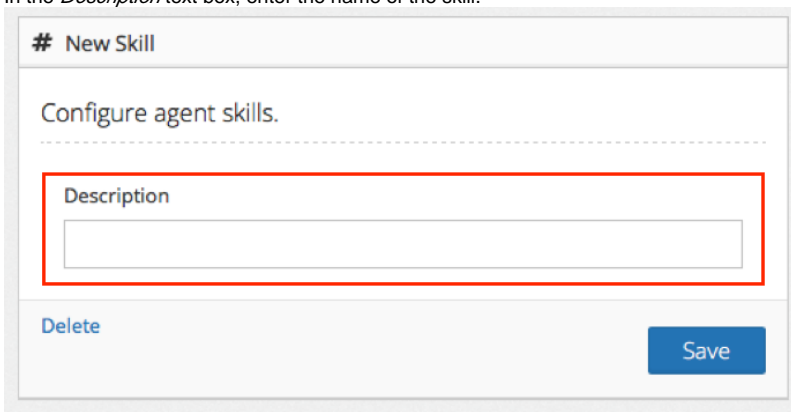


4. Click **+New** located at the bottom left of the skills list.

Skills	
ID	Description
1	Support
2	Spanish
3	Accounting
6	Sales
+ New	

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5. In the *Description* text box, enter the name of the skill.



The screenshot shows a web form titled "# New Skill". Below the title is the instruction "Configure agent skills." followed by a dashed horizontal line. A text input field labeled "Description" is highlighted with a red rectangular border. Below the input field, there are two buttons: a "Delete" button on the left and a "Save" button on the right.

6. Click the **Save** button.



A close-up of the "Save" button, which is a blue rectangle with the word "Save" in white text.

Related articles

- [Adding Agents](#)
- [Creating a Queue](#)
- [Setting up Phone Numbers](#)
- [Adding Users](#)
- [Adding Skills](#)