

ACD Skills & Languages

Topic	Detail
Navigation	Admin → Contact Center → ACD Skills & Languages
Purpose	Define skills and languages used by the ACD routing engine to match interactions to the right agents
Proficiency Scale	1 (Beginner) to 5 (Expert)
Skill Status	Active (default) or Inactive (retired — preserves historical reporting data)

Creating a Skill

1. Navigate to [Admin → Contact Center → ACD Skills & Languages](#)
2. Click **Add Skill**
3. **Name:** Enter a descriptive name (e.g., [Tier_2_SBC_Troubleshooting](#))
4. **Category:** Optional grouping folder (e.g., Technical, Soft Skills, Product Knowledge) — helps organize hundreds of skills
5. **Status:** Active by default — set to **Inactive** to retire without deleting historical reporting data
6. Click **Save**

“ ⚠ Once created, a skill must be assigned to a **User profile** or referenced in an **Architect flow** before it has any effect on routing.

Search



Category

Skills

Languages

Skills

➤ Add Skill

Skill


Page < 1 > of 25 records per page

Add Skill

Test Skill

Save

Cancel

 Create Wrap-up Code

Name

Add Wrap-up Code

Name

Test WrapUp Code

Save

Cancel

Creating a Language

1. In the same menu, click the **Languages** tab
2. Click **Add Language**
3. Start typing the language name (e.g., Spanish) — Genesys Cloud provides a standardized list
4. Click **Save**

“ Languages are treated separately from skills because Genesys Cloud has built-in logic to prioritize a caller's native language during routing.

Assigning Skills to Users

Individual Assignment

1. Navigate to `Admin → People & Permissions → People`
2. Click the User
3. Go to the **ACD Skills** or **Languages** tab on their profile
4. Click **Add Skill** and select the skill
5. Set proficiency **Rating (1-5)**
6. Click **Save**

Bulk Assignment

In the People list: select multiple agents → **More Actions** → **Assign Skill**

Proficiency Ratings

Rating	Meaning
1	Beginner / Trainee
2	Basic
3	Intermediate

Rating	Meaning
4	Advanced
5	Expert / Subject Matter Expert

Skill Expressions (Advanced Routing)

Instead of a single skill requirement, use a **Skill Expression Group** with AND/OR logic:

```
(Skill: SIP == 5) AND (Skill: Oracle_SBC >= 3)
```

This allows highly specific routing without requiring a separate queue for every possible skill combination. Skill Expression Groups are configured under [Admin → People & Permissions → Groups](#).

How Routing Uses Skills

In Architect's **Transfer to ACD** action, you specify:

- Target queue
- Required skill(s) and minimum proficiency level
- Language requirement (if applicable)

The ACD engine then matches the interaction to an available agent who meets all requirements. With **Bullseye routing**, if no agent matches, the requirements are relaxed in configurable rings over time.

Interview Cheat Sheet

Question	Answer
Where are ACD skills created?	Admin → Contact Center → ACD Skills & Languages
What does setting a skill to Inactive do?	Retires it from new routing logic without deleting historical data
What is proficiency scale?	1 (Beginner) to 5 (Expert)

Question	Answer
How do you assign skills to multiple agents at once?	People list → select agents → More Actions → Assign Skill
What is a Skill Expression?	AND/OR logic combining multiple skills for routing (e.g., SIP == 5 AND SBC >= 3)
Why are languages separate from skills?	Genesys has built-in native-language prioritization logic for languages

Revision #1

Created 13 March 2026 02:32:05 by Cesar Gzz

Updated 13 March 2026 02:32:12 by Cesar Gzz