

Create a skill expression group

Lab: Create a Skill Expression Group

Book: Genesys Cloud How-To → Groups, Users & Roles **Reference page:** Groups (People & Permissions) — Chapter 2: People & Access **Navigation:** Admin → Directory → Groups → Skill Expression tab

Before You Start

Requirement	Why
ACD Skills must already exist in the org	You can only build expressions against skills that have been created
Skills must be assigned to at least some users	Otherwise the group will populate empty
Division decided	You cannot change a group's division after creation

Step 1: Navigate to Groups

1. Click **Admin**
 2. Under **Directory**, click **Groups**
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Step 2: Access Skill Expressions

1. Click the **Skill Expression** tab (next to the General tab at the top of the Groups page)
2. Click **Add Skill Expression Group**

Step 3: Basic Configuration

Field	Notes
Name	Clear, descriptive name (e.g., "Level 3 VoIP Engineers", "Spanish Bilingual Agents")
Description	Optional — explain the purpose or the skill logic being used
Division	Select the division this group belongs to

Click **Save**.

Step 4: Build the Skill Expression Logic

1. You are now on the group's **Membership** tab
2. On the right side, click **Build Skill Expression**
3. Click **Add** to create your first condition

Step 5: Define the First Condition

For each condition, configure three fields:

Field	Options
Skill	Type the ACD skill name (e.g., "SIP", "Spanish", "Troubleshooting")

Click **Save**.

The group will now **automatically populate** with all agents whose ACD skill assignments match the expression. No manual member management required.

What Happens After Saving

- Membership updates approximately **1 minute** after any agent's skills change
 - New agents assigned the matching skills are **automatically added**
 - Agents whose skills drop below the threshold are **automatically removed**
 - Membership is **read-only** — you cannot manually add or remove members from a Skill Expression Group
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Key Limits (Reference)

Limit	Value
Max Skill Expression Groups per org	300
Max primary conditions per group	10
Max sub-conditions per primary condition	10

Troubleshooting

Issue	Check
Group shows no members	Verify the ACD skill name is spelled exactly as configured; verify agents have the skill assigned at the correct level
Group not updating after skill change	Wait ~1 minute; skill expression groups do not update instantly
Cannot find skill in expression builder	The skill may not exist yet — create it first under Admin → Contact Center → ACD Skills
Cannot manually add a member	Expected behaviour — Skill Expression Groups are fully automatic; use a General Group if you need manual control

See Also

- **Groups (People & Permissions)** — full reference including group types, limits, and general group creation
- **Lab: Create a Queue** — assigning skill expression groups to queues as members
- **User Profile Management** — where ACD Skills are assigned to individual agents



The screenshot shows a dialog box titled "Add Skill Expression Group" with a close button (X) in the top right corner. Below the title is the instruction: "Use skill expressions to create and manage groups dynamically." The form contains three fields: "Name" (required, indicated by a red asterisk), "Description", and "Division" (required, indicated by a red asterisk). The "Division" field is a dropdown menu currently showing "Select...". At the bottom left is a blue "Save" button, and at the bottom right is a grey "Cancel" button.

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