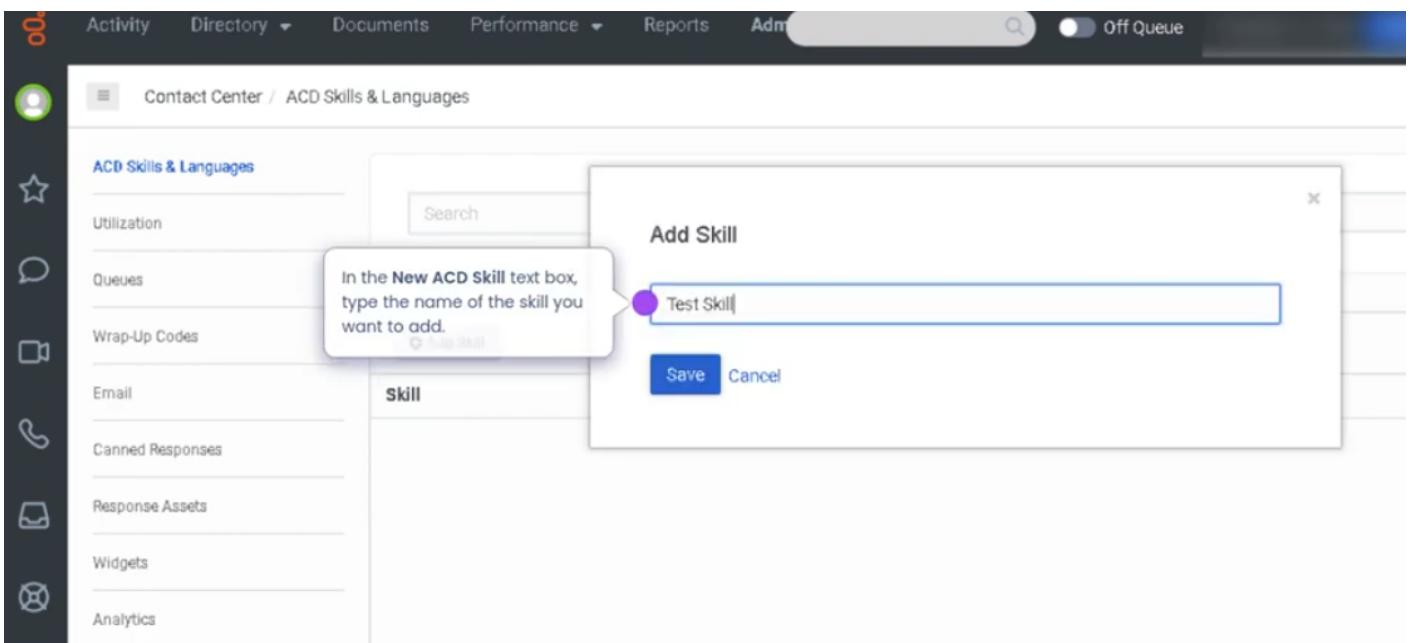
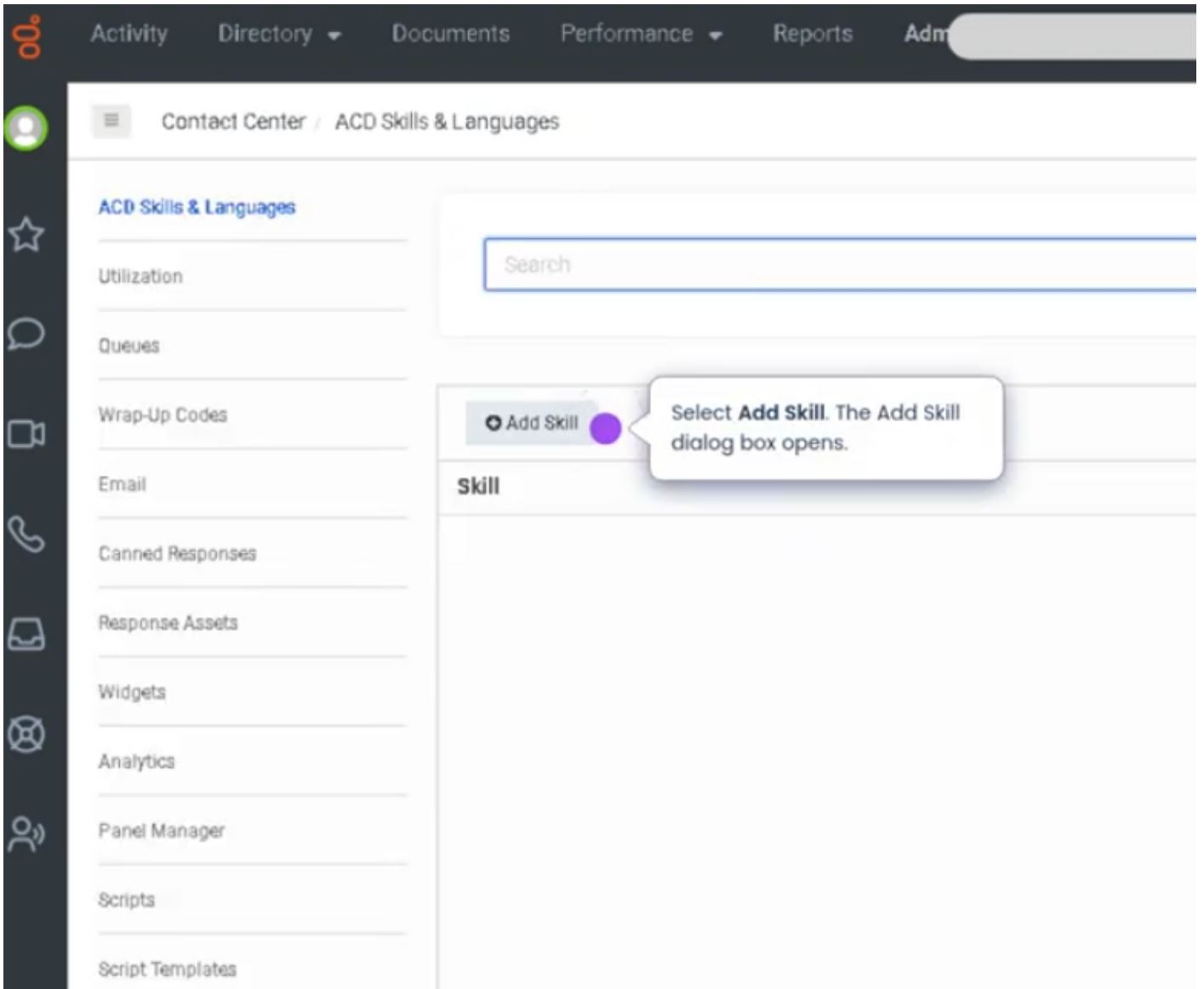


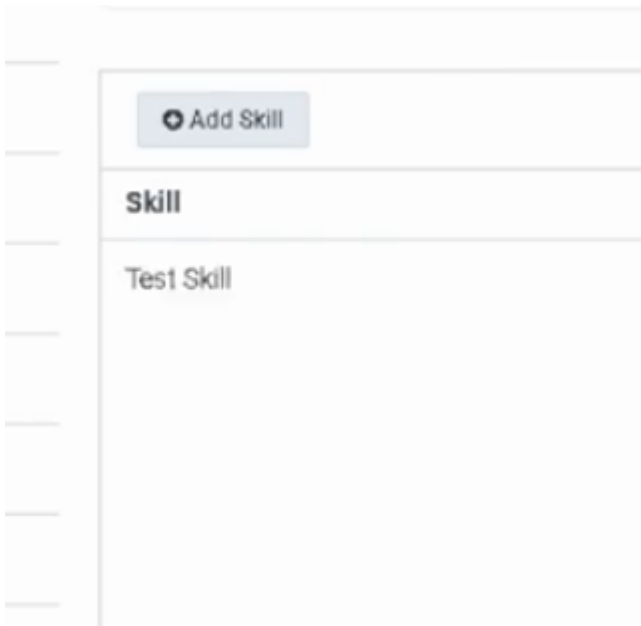
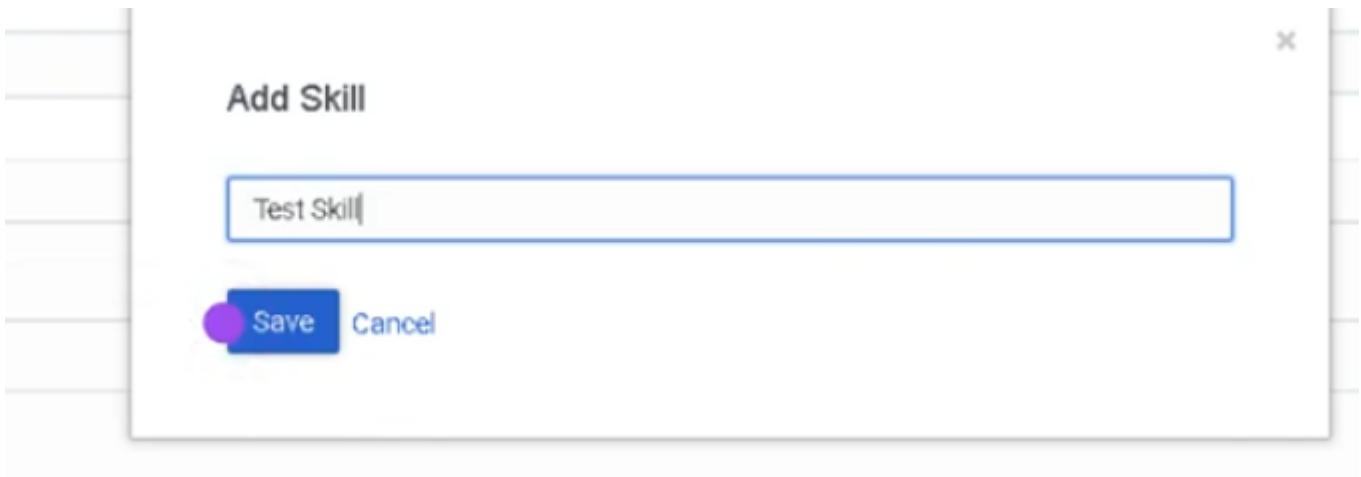
Genesys Cloud - How to - Contact Center - ACD Skills

The screenshot displays the Genesys Cloud Admin interface. At the top, there is a navigation bar with tabs for Activity, Directory, Documents, Performance, Reports, and Admin. Below this, the breadcrumb path is 'Overview / Admin Home'. The main heading is 'Genesys Cloud Admin', followed by a search bar. The interface is organized into several columns of menu items:

- Account Settings:** Subscription, Genesys Add Ons, Organization Settings
- Documents:** Workspaces
- People & Permissions:** People, Roles / Permissions, Authorized Organizations, Divisions
- Telephony:** Topology, Metrics, Trunks, Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers, Extensions
- Directory:** Groups, Locations, Profile Fields, External Contacts
- Integrations:** Integrations, Actions, Single Sign-on, OAuth, Authorized Applications
- Contact Center:** ACD Skills & Languages, Utilization, Queues, Wrap-Up Codes, Email, Canned Responses, Response Assets, Widgets, Analytics, Panel Manager

A callout box points to the 'ACD Skills & Languages' item in the Contact Center menu, containing the text: 'Under **Contact Center**, click **ACD Skills**. The Manage ACD Skills page opens.'





Add an ACD Skill (Genesys Cloud)

Summary

ACD Skills in Genesys Cloud are attributes assigned to agents that allow the **Automatic Call Distribution (ACD)** routing engine to match interactions with the most qualified agents. Administrators create ACD skills to represent **languages, product expertise, technical knowledge, or service specialties**, and then assign proficiency levels to agents.

Adding an ACD skill enables **skill-based routing**, ensuring that customer interactions are delivered to agents who have the appropriate knowledge or capabilities to resolve the issue efficiently.

Utilization

Use Case	Description
Skill-based routing	Interactions routed to agents with the required expertise
Language support	Calls routed to agents fluent in a specific language
Product specialization	Customers connected with agents trained in certain products
Tiered support models	Level 1, Level 2, or specialist support routing
Service segmentation	Different teams handle specific customer categories

ACD skills allow organizations to **improve routing accuracy and customer experience by matching interactions with qualified agents.**

Best Practices

Practice	Reason
Use clear and descriptive skill names	Helps administrators easily identify skills
Limit unnecessary skills	Prevents routing complexity
Assign accurate proficiency levels	Improves routing precision
Regularly review skill assignments	Ensures agents maintain appropriate qualifications
Align skills with queue requirements	Ensures interactions reach the right agents
Train agents before assigning new skills	Maintains service quality

Example Scenarios

Scenario 1 – Language-Based Routing

Customer calls support line

↓

IVR detects preferred language

↓

ACD routing evaluates agent skills



Call routed to agent with matching language skill

Scenario 2 – Product Expertise Routing

Customer needs help with specific product



Interaction routed to product support queue



ACD engine matches required skill



Agent with product expertise receives interaction

Scenario 3 – Tiered Support Escalation

Customer issue requires advanced troubleshooting



Initial agent escalates interaction



Routing evaluates advanced support skill



Interaction routed to specialist agent

Key Benefits

Benefit	Explanation
Improved routing accuracy	Interactions reach agents with the correct expertise
Faster issue resolution	Skilled agents handle relevant requests
Better customer experience	Customers receive knowledgeable support
Efficient workforce utilization	Skills help distribute interactions effectively
Scalable routing model	Supports complex contact center operations

Revision #1

Created 11 March 2026 22:45:30 by Cesar Gzz

Updated 13 March 2026 19:45:25 by Cesar Gzz