Skill assignments

Choose **ACD - Skills** in the main menu, to view the table of skills.

Using **Edit** and the tab **Agents** you can associate a skill with one or more agents. Click on **Add** and provide the following:

Agent	The name of an existing agent
Value	On a scale of 0 to 100 (maximum) define what skill the user has. This setting is relevant, if calls are distributed to numbers requiring particular skills. The minimum skill value provided in the service number parameters, or in the network IVR object "ACD" determines which agents come into consideration to handle the call.