

# Agentenstatus - Tab Skill-Adjustment

In this TAB, a status-dependent change of the skill level for calls for the selected group can be added to the agent status.

The screenshot shows the 'Edit Agent Status' interface for 'Backoffice'. It has three tabs: 'Master Data', 'Skill Adjustment' (selected), and 'Translations'. Below the tabs is a filter bar with a search input, an 'Add' button, and a status bar indicating 'One Record. Showing 1 Record from 1 to 1. Page 1 of 1.' Below this is a table with three columns: 'ACD Group', 'Stipulated skill value', and 'Adjustment factor'. The table contains one row for '2nd-Level (135)' with a skill value of '10'. At the bottom right of the table are 'Edit' and 'Delete' links. At the bottom left are 'Save' and 'Cancel' buttons.

ACD Group	Stipulated skill value	Adjustment factor
2nd-Level (135)	10	

This is useful if setting an agent status is intended to ensure that an agent receives less calls because they are mainly supposed to work on something else when in this status.

Example: When agents are in status Email Processing, you want them to receive less calls. If the skill level is reduced to 8 (instead of 80), the agent will only receive calls, when most other agents are not available - i.e. when the group is very busy.

Use the Add button in the toolbar to create a skill correction.

In the mask (pop-up), first select the group for which the correction is to take effect. Then specify the adjustment type, by selecting the radio button whether a fixed skill value (0-100) should be set or a factor (0-100).

The screenshot shows the 'Skill Adjustment' pop-up mask. It has an orange header with the title 'Skill Adjustment' and a close button. Below the header, there is a dropdown menu for 'ACD Group' with '2nd-Level (135)' selected. Below that is the 'Adjustment type' section with two radio buttons: 'Stipulated skill value' (selected) and 'Factor'. Below the radio buttons are two input fields: 'Skill value' with '10' entered and a dropdown arrow, and 'Factor' which is empty. At the bottom are 'Save' and 'Cancel' buttons.

When a factor is selected, the current skill of the group is reduced by the selected factor.

Examples: Factor 1 causes no change, factor 0.5 halves the skill level, factor 0.1 reduces it to a tenth. So the factor is used to reduce the skill level.

The following actions can be performed via the action button:

- Edit an existing skill correction
- Delete an existing skill correction