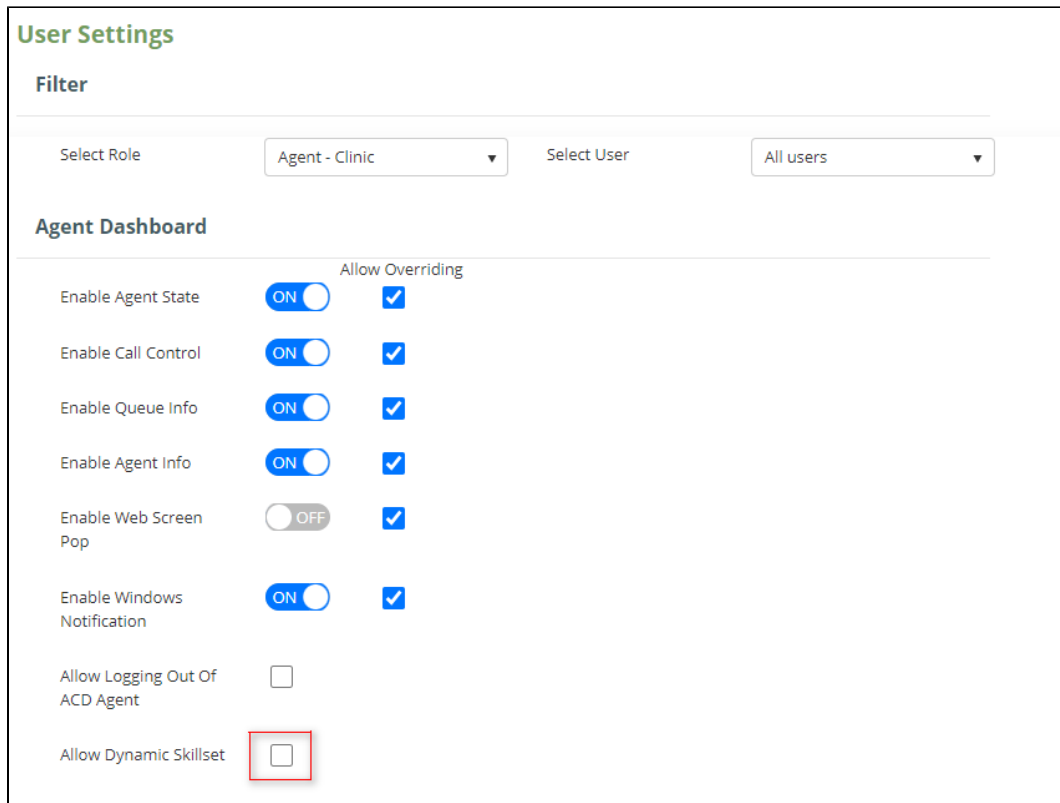


How to config Dynamic Agent Queue Skilling for Agent Login.

Dynamic Agent Queue Skilling for Agent Login.

To use this function, the manager needs to turn on the following configuration:

- Turn on the Allow Dynamic Skillset at User Setting page (Home>Configuration>Screen Pop> User Setting)



The screenshot shows the 'User Settings' page. Under the 'Filter' section, 'Select Role' is set to 'Agent - Clinic' and 'Select User' is set to 'All users'. The 'Agent Dashboard' section contains a table of settings. The 'Allow Dynamic Skillset' checkbox is highlighted with a red box.

		Allow Overriding
Enable Agent State	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enable Call Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enable Queue Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enable Agent Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enable Web Screen Pop	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Enable Windows Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow Logging Out Of ACD Agent	<input type="checkbox"/>	
Allow Dynamic Skillset	<input type="checkbox"/>	

- Setup the dynamic skillsets for roles at Dynamic Roles & Skillsets (Home>Configuration>Screen Pop> Dynamic Roles & Skillsets)

Dynamic Roles & Skillsets assignment + Add Roles & Skillsets

Role	Dynamic Skillsets	Default Skillsets
Primas Test Role	7498,7496	5000

items per page

Select file (.xls)

Role: *

Dynamic Skillsets:

Default Skillsets:

When the agent has a role that has configured dynamic skillsets go to the Agent Dashboard and open the login dialog:

ACD Login

Extension: *

Agent ID: *

Dynamic Skillsets:
 Default Skillsets: 5000

Password:

☐ Remember me?

Note: Can't login while agent's phone is ringing or talking.

The system will display a dropdown and allow the agent to select multiple skill sets to log in to.

The agent can select a skill by typing skill ID, skill extension, or skill name separated by commas or spaces.

The page only filters the skillsets that are assigned a skill ID and in the Dynamic Roles and Skillsets page.

ACD Login

Extension

2064859759

*

Agent ID

5629931

*

Dynamic Skillsets

7496 - Ravenna Test Clinic

7498 - Primas Test Skill 7498

Password

☐ Remember me?

Note: Can't login while agent's phone is ringing or talking.

Login

Close

If the agent doesn't select any skillset from this dropdown, the system will keep the agent's current skills.

If the agent selects at least one skillset, the system will request the API to update agent skillsets for the selected skillsets and the default skillsets.