Persistent

Agent Skilling Manager

Streamline and simplify the management of agent skills on Avaya contact center systems.

Managing agent skills, in real-time, enables administrators to quickly adapt to dynamic business conditions. This enables enterprises to reallocate contact center agents based on immediate or planned business needs.

Solution Overview

Agent Skill Manager enables communication administrators to quickly access Avaya Contact Center agents and their corresponding skills in real time, with the ability to centrally manage individual and bulk skilling operations. Ad-hoc re-skilling operations are accomplished through real time images of all agents in a simple UI, in order to add, remove, change an existing agent's current skill set.

starfish
ASSOCIATES
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Agent Skill Manager

Agents Agent Groups Jobs Logs

🔍 Search   💾 Export

	PBX	Login ID	Display Name	
👁	Starfish4	1016	Sean Poppell	
👁	Starfish3	1016	Testing Ross	
👁	Starfish3	1017	testCSX1	
👁	Starfish4	1018	Babe Ruth	
👁	Starfish4	1019	Mike Ross	
👁	Starfish3	1020	AdityaTest	
👁	Starfish4	1021	The Rock	
👁	Starfish4	1022	Brett Lee	
👁	Starfish4	1023	Andy Flower	
👁	Starfish3	1023	Test Agent1	
👁	Starfish4	1024	Roger Moore	
👁	Starfish3	1025	PAL werwer	

Showing 51 to 100 of 6,038 entries

Administrators also have the ability to create jobs that re-skill agents in bulk through a configurable schedule and skilling operations.

Bulk Agent Re-skilling

Solution Benefits

Automate

Centrally manage Avaya agent skilling with both ad-hoc and consistent automated bulk operations through a real-time and easy-to-use interface.

Simplify

Execute multiple re-skilling tasks in bulk on a scheduled basis, without the manual intervention of managing individual agents across various servers.

Compliance

Ensure that all agent skilling operations follow organizational restrictions through controlled overrides of unwanted manual changes.

Streamline

Quickly view and manage all agents across each Avaya Contact Center via a centralized interface with easy access to real-time skills.

Key Features

- **Standardization:** Agent Login IDs are re-skilled based upon configuration templates in a consistent manner to meet the needs of the organization.

- **Compliance:** Enforce compliance for agents by controlling the skills they have access to.

- **Transaction Logs:** All transactions are tracked and logged. The UI allows searching and generating reports.

- **Configuration and Inventory Database:** Maintain a searchable and reportable database of configurations and inventory database with data consolidated from multiple communication systems.

- **Bulk Operations:** Perform bulk changes for Contact Center agents.

- **Contact Center System Integrations:** Agent Skill Manager enables the management of agent logins for Avaya contact centers.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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