

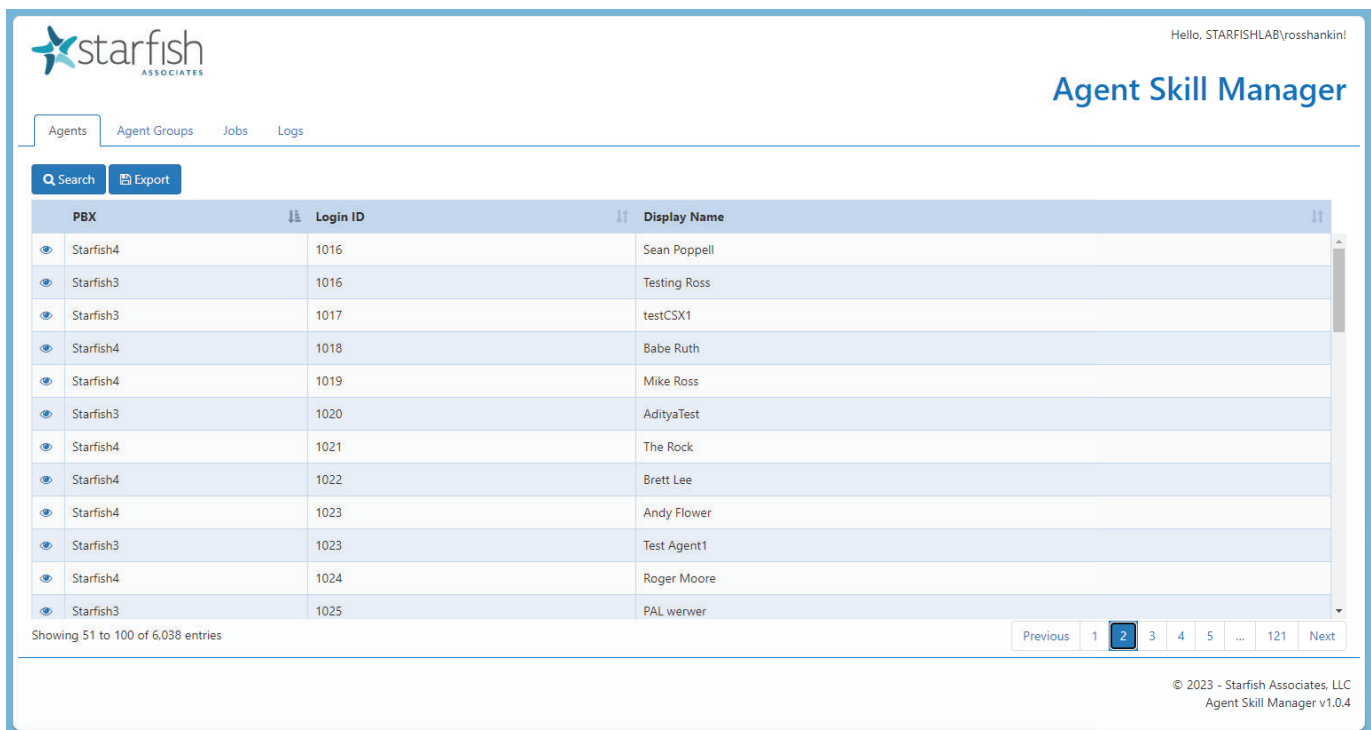
# Starfish Agent Skilling Manager

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

Starfish 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.



The screenshot displays the Starfish Agent Skill Manager interface. At the top left is the Starfish Associates logo. The top right shows a user greeting: "Hello, STARFISHLAB\vrosshankin!". The main title "Agent Skill Manager" is prominently displayed. Below the title are navigation tabs for "Agents", "Agent Groups", "Jobs", and "Logs". A search bar and an "Export" button are also visible. The central part of the interface is a table with the following data:

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

At the bottom of the table, it indicates "Showing 51 to 100 of 6,038 entries". A pagination control shows "Previous", "1", "2" (selected), "3", "4", "5", "...", "121", and "Next". The footer contains the copyright information: "© 2023 - Starfish Associates, LLC Agent Skill Manager v1.0.4".

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

**Edit - Job for A3333** See all agents

Select Action: Manage Skills

Job Skills: << Current Agent Skills: Retire 08/01/2019-31166

New Skill Name	Skill Level	Reserve Level
Avaya Elite Skill 8 (8) x	4	-- Select --
Test ACD 4 (4) x	1	a(uto-in-interrupt) x
Test ACD 7 (7) x	2	2 x

Skill Name	Skill Level	Reserve Level
Testing (2)	3	
Test ACD 4 (4)	2	
Test HG2 (6)	1	

Close Save

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 & 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

Starfish Agent Skill Manager enables the management of agent logins for Avaya contact centers.

### Contact Us to Learn More

[sales@starfishassociates.com](mailto:sales@starfishassociates.com)

<https://starfishassociates.com/request-a-demo/>



### Starfish Associates, LLC

1200 US Highway 22, Bridgewater, NJ 08807

908.243.2900

[starfishassociates.com](https://starfishassociates.com)

[starfishassociates.com](https://starfishassociates.com)