



Cisco Mobile Skill Manager

The Unified CCX supervisor can use the Cisco Mobile Skill Manager on a smart phone to remotely manage the skill data of all associated agents. This application is not a native one and can run on smart phone browsers.

The devices with the following operating systems are supported:

- For Apple devices using iOS - 5.x and above with Safari browser
- For Android devices - 2.x and above with default browser

The following sections provide procedures to allow you to access Cisco Mobile Skill Manager, such as modify the team; add and delete new skills, add, delete and update skills of agents; and view skills and agents.

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Access Mobile Skill Manager

Pre-requisites

Cisco Mobile Skill Manager allows you as the supervisor to manage the skill data associated with an agent. You can also modify the agent team, and add and delete new skills. Before you access the Cisco Mobile Skill Manager, make sure

- the supervisor capability is assigned to you. To know more on supervisor options, see sections Supervisor Privileges and User View submenu option, in this guide.
- Cisco Tomcat and Cisco Unified Cluster View Daemon services are up and running.

Follow the steps below to login to Cisco Mobile Skill Manager from your smart phone:

1. Open Cisco Mobile Skill Manager home page from your mobile smart phone browser and enter the following case-sensitive URL: **https://<ipaddress>/mobileskillmanager**

In this example, replace <ipaddress> with the IP address of the required Unified CCX server.

2. In the Security Alert dialog box that displays, click the appropriate button.
3. In the Cisco Mobile Skill Manager authentication page, enter the supervisor credentials, and click **Sign In**.

A window with the Resources and Skills links is displayed.

- **Resources:** This link is used to access the Resources page. This page displays the resources assigned to you.
 - **Skills:** This link is used to access the Skills page. You can add a new skill or delete an existing skill from this page.
4. Select either depending on what you want to do. Individual tasks related to these two choices are provided separately.

Adding Skills Using Cisco Mobile Skill Manager

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.
 - Step 2** Click **Skills**.
 - Step 3** In the Skills page, enter the name of the skill in the edit box and click the **Add** button.
A dialog box confirming the successful addition of skill is displayed.
 - Step 4** Click **OK**.
The dialog box closes and the Skills page refreshes to display the updated list of skills.
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Searching Skills Using Cisco Mobile Skill Manager

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.
 - Step 2** Click **Skills**.
 - Step 3** In the Skills page, enter the skill to be searched in the search filter box.
 - Step 4** If the skill exists, the same will be displayed.
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View Details of Resources Assigned to Supervisor

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.
- Step 2** Click **Resources**.
- The Resources page launches to display all resources assigned to the supervisor.
- Step 3** Click the selected resource name. The Resource details page launches and lists the following details of the selected resource.

Field	Description
Full Name	Displays the full name of the resource.
User Id	Displays the user id of the resource.
IPCC Extension	Displays the IPCC extension of the resource.
Team	Link to launch the Teams page which displays the team to which the resource is assigned.
Skills	Link to launch the Assigned skills page which displays the skills assigned to the resource.

View Resources Assigned to Supervisor

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.
- Step 2** Click **Resources**.
- The Resources page launches to display all resources assigned to the supervisor.

Search Resources Using Cisco Mobile Skill Manager

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.

Step 2 Click **Resources**.

Step 3 In the Resources page, enter the name of the agent, that you want to search, in the Search box.
The agent information is displayed.

Modify Resource Team

Procedure

Step 1 Login to Cisco Mobile Skill Manager using supervisor credentials.

Step 2 Click **Resources**.

The Resource page launches and all resources assigned to the supervisor are displayed.

Step 3 Click the resource name to launch the Resource details page.

Step 4 In the Resource details page, click **Teams**.

The Teams page launches to display all the teams configured in the Cisco CCX system.

Step 5 Click the team name, then in the confirmation box click **OK**.

A window displays the successful modification of the team.

Step 6 To return back to the Agents Details page, click **OK**.

Assign Skill Competency to Resource

Procedure

Step 1 Login to Cisco Mobile Skill Manager using supervisor credentials.

Step 2 Click **Resources**.

The Resource page displays all the resources assigned to the supervisor.

Step 3 Click the resource name to display the Resource details window.

Step 4 Click **Skill**.

All skills configured in Unified CCX are displayed.

Step 5 To set the competency level for a particular skill, select the value from the drop down list displayed against each skill.

Step 6 Click the **Update** button located at the top of the window.

A dialog box displays the successful assignment of a skill to a resource.

- Step 7** Click **OK** to be redirected to the Resources Details page.
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Unassign Skill Competency of Resource

Procedure

- Step 1** Login to Cisco Mobile Skill Manager using supervisor credentials.

- Step 2** Click **Resources**.

Example:

The Resources page launches displaying names of all resources assigned to the supervisor.

- Step 3** Click on a resource name to launch the Resources details page.

- Step 4** Click **Skills**.

The skills page with all skills configured in Unified CCX is displayed.

- Step 5** To unassign the competency level for a particular skill, select the value **NA** from the drop-down list for that resource.

- Step 6** Click the **Update** button that displays at the top of the window.

Example:

A dialog box shows the success of the task, that is unassigning a skill.

- Step 7** Click **OK** to return to the Resource Details page.
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