

## Skills Based Ranking Guide

Skills Based Ranking is the setting used to prioritize calls to particular extensions within an ACD Queue.

### Updating Skills Based Ranking:

vConsole > Admin tab > ACD Queues > Config > Advanced Configuration > Skills Based Ranking (lower right side of the screen).

The screenshot shows a configuration page for an ACD Queue. On the left, there are sections for 'Call Preview Detail' (with checkboxes for Company Name, ACD Queue Name, Caller-ID, and Call-Screening Allowed), 'Queue Entry Password' (with 'Password Enabled' set to 'No' and an empty password field), and 'Ring Duration'. On the right, there are three radio button options: 'Play custom entry message', 'Truncate '...press 0 to transfer to operator at any time'', and 'Never play entry message'. Below these is the 'Skills Based Ranking' section, which is circled in red. It contains two radio buttons: 'Enable' (selected) and 'Disable'. Further down are 'Faxes to Queue Operator' (with a help icon) and 'Listen for faxes during music on hold' (with a checkbox).

**NOTE:** Extensions not logged into the ACD Queue while enabling Skills Based Ranked, will require being **Unblocked**, to be a part of the ACD Queue.

Once this setting has been enabled, a Rank column becomes visible within **Admin tab > ACD Queues > Manage** allowing you to rank each extension from the dropdown menu. Extensions may be the same rank.

**Representative - ACD Queue Extensions Login/Management** ?

(sa) - administrator (no) - mail only Page 1 (1 - 15) [next](#)

EXT.	Last, First	Login	Rank	Queue Admin Rights			
				Monitor	Manage	Config	
4	Message, Information	<input checked="" type="checkbox"/>	2	No	No	No	<a href="#">Edit</a>
801	Parker, Peter (sa)	<input type="checkbox"/>	Blocked	Yes	Yes	Yes	
802	Wayne, Bruce (sa)	<input checked="" type="checkbox"/>	1 highest	Yes	Yes	Yes	
803	Xavier, Charles	<input checked="" type="checkbox"/>	1 highest	No	No	No	<a href="#">Edit</a>
804	Kent, Clark	<input checked="" type="checkbox"/>	4	No	No	No	<a href="#">Edit</a>
805	Summers, Scott	<input checked="" type="checkbox"/>	3	No	No	No	<a href="#">Edit</a>
806	Grey, Jean	<input checked="" type="checkbox"/>	highest	No	No	No	<a href="#">Edit</a>
807	McCoy, Henry	<input checked="" type="checkbox"/>	4	No	No	No	<a href="#">Edit</a>
808	Wilson, Wade	<input checked="" type="checkbox"/>	5	No	No	No	<a href="#">Edit</a>

Once the extensions have the proper ranking, log each extension out of the ACD Queue then log them back into that ACD Queue. Test the new prioritized queuing once you're finished.