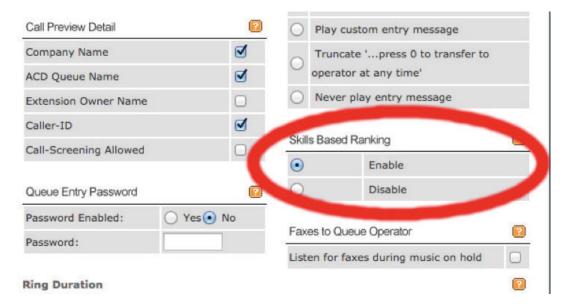


## **Skills Based Ranking Guide**

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

## **Updating Skills Based Ranking:**

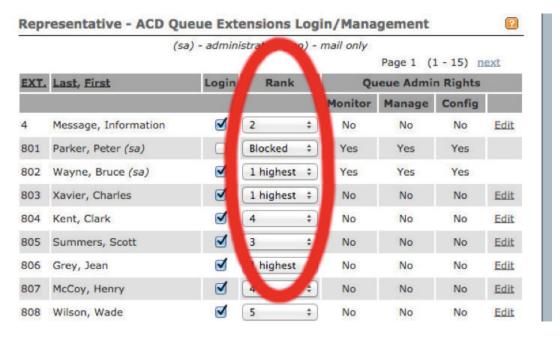
vConsole > Admin tab > ACD Queues > Config > Advanced Configuration > Skills Based Ranking (lower right side of the screen).



**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.

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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.



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.

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