

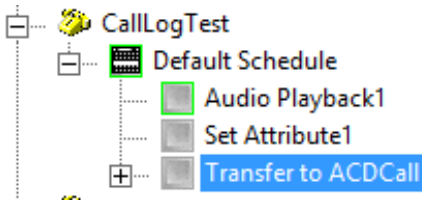
Add skills to interactions in Attendant

This article describes how to set skills on an interaction using Interaction Attendant. For more information, see the related Interaction Attendant help topics:

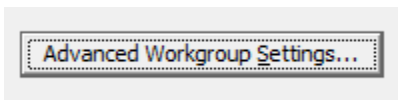
Interaction Attendant: [Set up skills based routing in Attendant](#), [Transfer to a Workgroup or Stationgroup](#)

Set the value on transfer

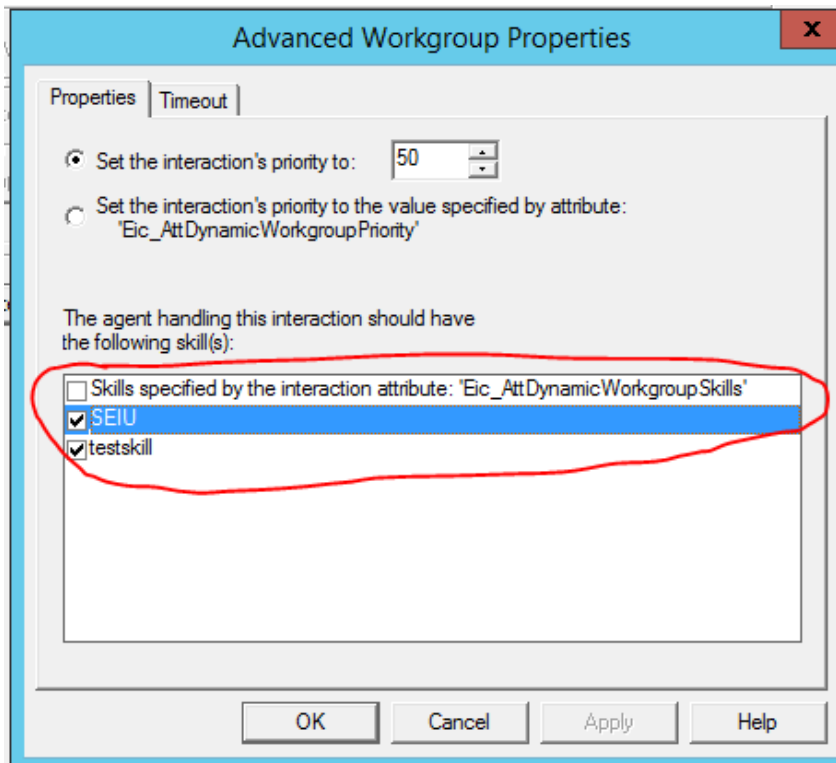
1. Open Interaction Attendant and locate a workgroup transfer node.



2. On the right side pane, click the **Advanced Workgroup Settings...** button.



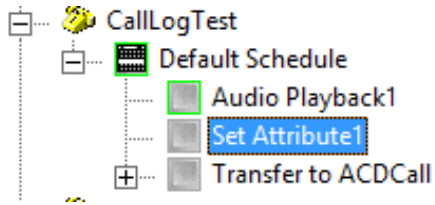
3. Select the skills you want to apply to the interaction from the checklist at the bottom of the Advanced Workgroup Properties dialog box. Selecting specific skills ensures that only agents with those skills get the interaction.



4. Publish the Attendant configuration.

Set the value dynamically with an attribute

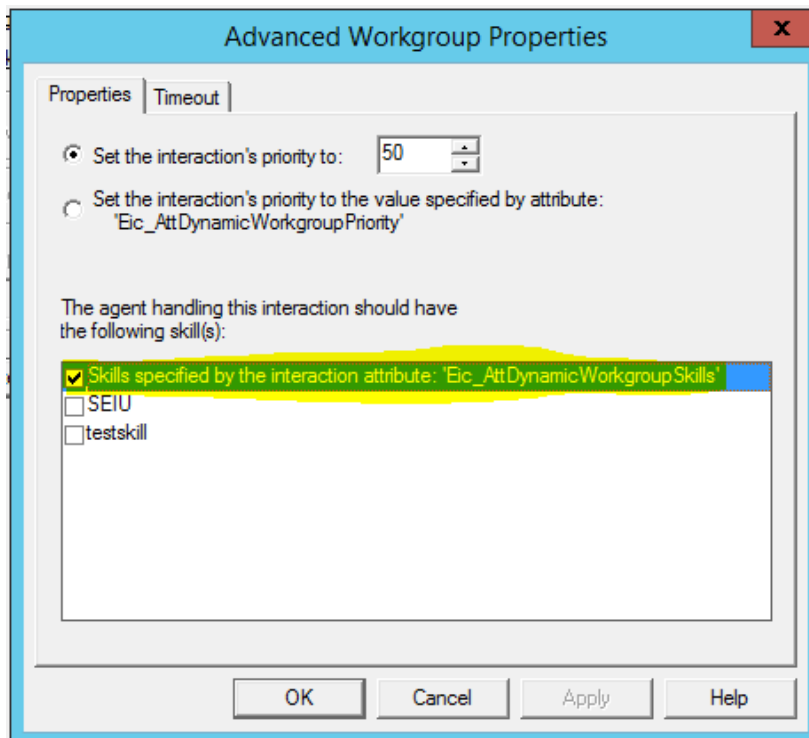
1. Open Interaction Attendant and create a Set Attribute node in the call flow.



2. On the right side pane, set the Attribute to Eic_AttDynamicWorkgroupSkills, and set the value to whatever skills you want to apply. Separate values with a vertical pipe. For example: "Spanish|French|Norwegian"

The screenshot shows the configuration for the 'Set Attribute' node. The 'Attribute' field is set to 'Eic_AttDynamicWorkgroupSkills' and the 'Value' field is set to 'English|'. Both fields are highlighted with a blue border.

3. On the workgroup transfer step, select the **Advanced Workgroup Settings...** button. Then select the check box for **Skills specified by the interaction attribute: 'Eic_AttDynamicWorkgroupSkills'**.



4. Publish the Attendant configuration

