

Skill Transfer has more than a skill name

The community article lists General, Skills, Announcement, Priority, Connectors, Queue Callback, and Disposition. It also says 'six tabs' and then names more than six. Count the tabs in your editor. Do not trust the word six.

Multiple skills mean any agent who has one of them may get the call. The article says Five9 recommends one skill in the module if you want useful reports. No skill selected sends calls toward users with no skills, labeled Default. Pause Before Transfer defaults to 0 and is not On Hold in a report. The default disposition named in that article is Abandon.

Count the tabs in the editor

Prefer one skill when you need the report

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill Transfer module chapter. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/skill-transfer-module.htm>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.