

Skills routing

A skill is people plus a place on the campaign. Default is what you get when you forget. A skill is a queue with people in it. A skill group holds users who have the agent or supervisor role. Campaigns point at one or more groups. The people, not the name, determine who can receive the contact. The tab is named backwards on inbound. Outbound campaigns take skills on the Skills tab. Inbound and autodial take them on a tab named Outbound Skills. The skill topic says this in one paragraph. People miss it because the word outbound sits on an inbound campaign. One module, one skill, when you need the truth. Skill Transfer may list several skills, and any agent who has one of them can take the call. The same article recommends a single skill in the module when you want reports that mean something. Skill level versus list order. The skill transfer article describes an option to ignore the order of skills in the module and distribute by the agent's skill level instead. Order and level are different ideas. Order is the list you typed. Level is a property of the agent. Default is a queue, not a compliment. If Skill Transfer has no skill selected, the article says calls go to users who are not assigned skills. That queue is labeled Default in the softphone. It is a catch-all, not a place you want billing calls. Service level is the scoreboard. The skill topic includes service levels. A service level answers 'how fast is acceptable,' usually as a percent of contacts answered inside a number of seconds. It does not, by itself, reorder the queue. Priority does the ordering. The scoreboard tells you if the ordering and the staffing worked. Skill voicemail is its own mailbox. The skill topic covers routing voicemail to the group, greetings, messages, and audio files. That mailbox is not the campaign. Play prompt and not an agent's personal phone mailbox unless you have built it that way.

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

RFC 3261, SIP: Session Initiation Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc3261>.

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Skill Transfer functions. community.

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

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confirm. The article names the option. The exact screen where an agent's skill level is edited was not quoted in this lab. last checked 2026-10.

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound>

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