

Skills routing and ACD

A skill group is the queue the admin chapter describes. The general word ACD stays on its own page. An ACD distributes. A skill group is the Five9 queue Wikipedia describes an automatic call distributor as a telephony device that answers and distributes incoming calls to a group of terminals or agents. It says the route can depend on the caller's number, the number dialed, the time of day, or an answer to a voice prompt, and that an advanced system may take input from CTI, CSTA, or an IVR. One person, several skills. One campaign, several groups The same chapter says users can be assigned to multiple skill groups, and campaigns can have multiple skill groups. Membership is not a single label for life. Outbound uses Skills. Inbound and autodial use Outbound Skills The chapter splits the tabs. Outbound campaigns route dialer calls by the skill groups on the Skills tab of the campaign properties. Inbound and autodial campaigns route to the skill groups listed on the Outbound Skills tab of the inbound campaign properties. You can add, change, remove, and message the group The chapter says you can add, modify, and remove skill groups. It also says you can send a message to all the agents in a skill group. Service level and voicemail are topics on the same chapter The skill groups table of contents that opened lists Managing Skill Group Service Levels, Routing Voicemail Messages to Skill Groups, Managing Skill Voicemail Messages, Managing Skill Voicemail Greetings, and Managing Audio Files for Skill Groups. Adding skills to a campaign points at another guide The skill groups chapter says that adding skill groups to campaigns is covered in Configuring Skills in the Campaign Administrator's Guide. It does not paste that guide into the chapter. A routing review you can finish A routing note can be finished with the pages that opened. Say that a skill group is agent or supervisor users on a campaign queue. Say whether the user and the campaign have one group or several. Say which tab the campaign type uses. Say that service level and voicemail are topic titles.

Sources and go deeper

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm. last checked 2026-10.

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

confirm. Which skill wins when one agent is eligible for two ringing queues was not on the skill groups chapter this lab read. last checked 2026-10.

confirm. The service-level and skill-voicemail child pages did not return a body in this check. No threshold and no click-path is stated. last checked 2026-10.

confirm. Configuring Skills and the Skill Transfer module page did not return a body in this check. No priority value is stated. last checked 2026-10.

ITU-T E.164, international public telecommunication numbering. standard.

<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.