Comstice

Bulk Reskilling

Data Sheet



Why Bulk Reskilling

One of the biggest challenges in most of the contact centers is the intra-day resource management. Comstice Bulk Reskilling tool helps to reassign a high number of agents into different skills and teams.

Business Benefits

Comstice Bulk Reskilling has many benefits including;

- avoiding human errors on reskilling
- faster reskilling of high number of agents
- higher agent occupancy
- instant intervention in case of long wait times

Features

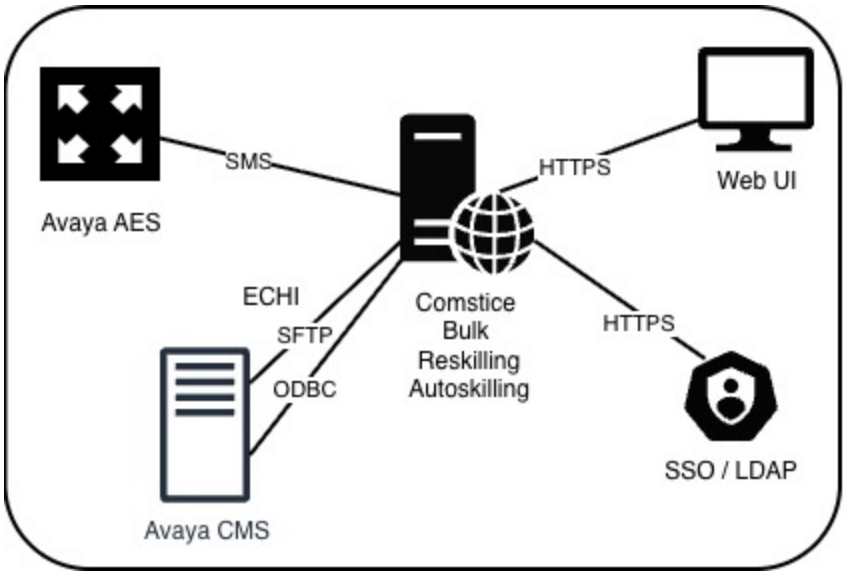
- Upload CSV with Agents, to Add and Remove skills in one click
- Copy One Agent's Skill Set into a Group of Agents
- Schedule Skill Updates
- Add a Group of Agents to a Skill
- Save Bulk Updates as a Template
- Change Log to see the changes done by each user
- User Permissions for supervisors and workforce management specialists
- Agent Skill Map: List of current skills for selected agents as a report

Solution Topology: Avaya

Comstice Bulk Reskilling tool communicates with Avaya AES SMS service, Avaya CMS and Active Directory for login authentication. It also supports single sign-on with Microsoft Entra, Okta and Google Workspaces.

It retrieves the agent, skill and other configuration details from Avaya CMS.It also uses Avaya AES SMS service Cisco to reskill the agents and reassign them to different teams if needed.

There is no additional license needed for an existing Avaya AES Server for reskilling.



Resource Requirements and Pricing

On-Premises

If the solution will be hosted on-premises, you can provide a vanilla VM with LinuxOS. Comstice applications run on Linux VM as Docker containers or using Kubernetes. Comstice engineers will configure the VM over a webex session.

Minimum Hardware Requirements

LinuxVM, 16GB RAM, 4 x vCPU, 100GB HDD

Minimum two servers required for high availability.

Cloud-Hosted

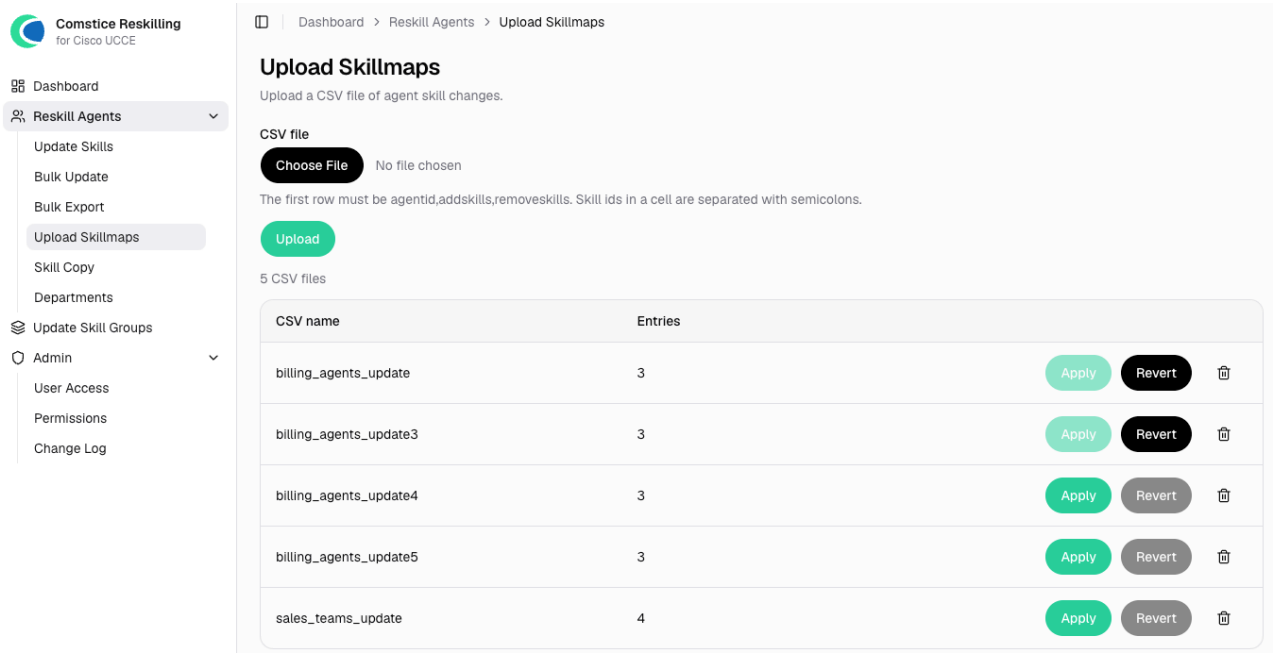
Comstice also offers a cloud service that is SOC2 and ISO27001 certified.

Pricing

Pricing is based on the number of agents to be reskilled. It is not a per-agent price; it is a tiered model.

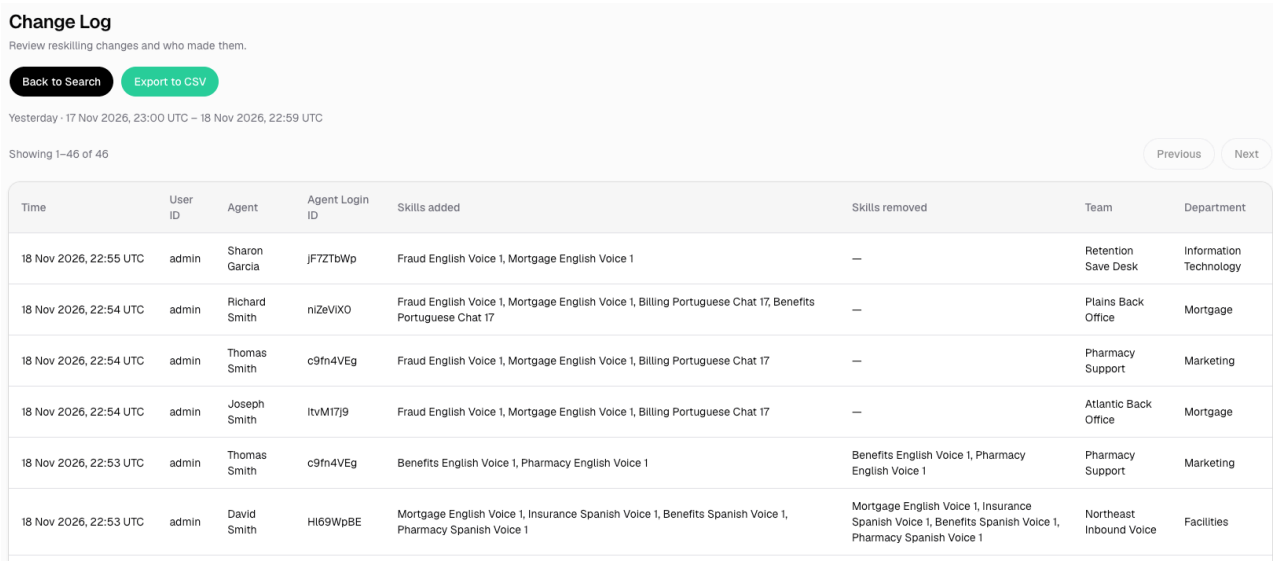
Web User Interface

Web user interface offers access to all the features listed. User permissions will restrict the agents and skills each user can modify using Bulk Reskilling Tool.



Change Log

One of the most important points in reskilling is the change log. Comstice offers a comprehensive change log that you can monitor the reskilling activity by each user;



Change Log

Review reskilling changes and who made them.

Back to Search | Export to CSV

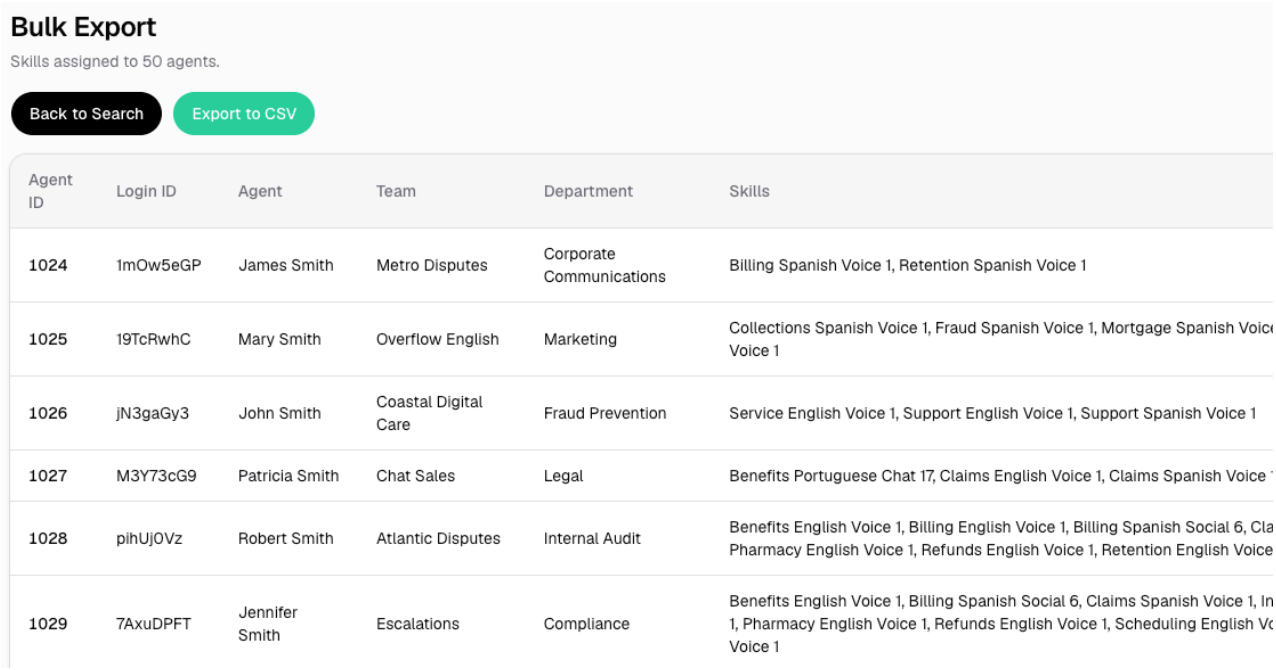
Yesterday · 17 Nov 2026, 23:00 UTC – 18 Nov 2026, 22:59 UTC

Showing 1–46 of 46 | Previous | Next

Time	User ID	Agent	Agent Login ID	Skills added	Skills removed	Team	Department
18 Nov 2026, 22:55 UTC	admin	Sharon Garcia	jF7ZTbWp	Fraud English Voice 1, Mortgage English Voice 1	—	Retention Save Desk	Information Technology
18 Nov 2026, 22:54 UTC	admin	Richard Smith	niZeVlX0	Fraud English Voice 1, Mortgage English Voice 1, Billing Portuguese Chat 17, Benefits Portuguese Chat 17	—	Plains Back Office	Mortgage
18 Nov 2026, 22:54 UTC	admin	Thomas Smith	c9fn4VEg	Fraud English Voice 1, Mortgage English Voice 1, Billing Portuguese Chat 17	—	Pharmacy Support	Marketing
18 Nov 2026, 22:54 UTC	admin	Joseph Smith	ItvM17j9	Fraud English Voice 1, Mortgage English Voice 1, Billing Portuguese Chat 17	—	Atlantic Back Office	Mortgage
18 Nov 2026, 22:53 UTC	admin	Thomas Smith	c9fn4VEg	Benefits English Voice 1, Pharmacy English Voice 1	Benefits English Voice 1, Pharmacy English Voice 1	Pharmacy Support	Marketing
18 Nov 2026, 22:53 UTC	admin	David Smith	Hl69WpBE	Mortgage English Voice 1, Insurance Spanish Voice 1, Benefits Spanish Voice 1, Pharmacy Spanish Voice 1	Mortgage English Voice 1, Insurance Spanish Voice 1, Benefits Spanish Voice 1, Pharmacy Spanish Voice 1	Northeast Inbound Voice	Facilities

Bulk Export

Users can also access to the list of skills by each agent on Bulk Export.



Bulk Export

Skills assigned to 50 agents.

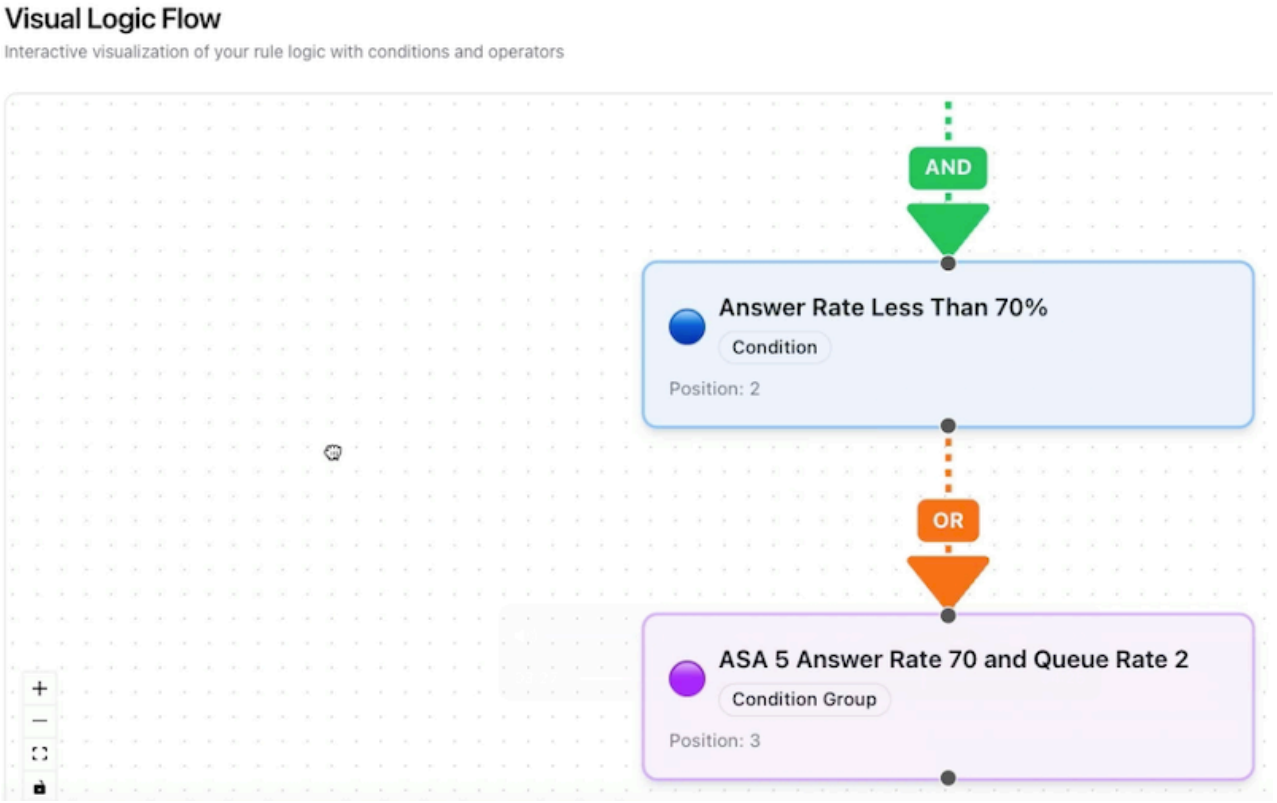
Back to Search | Export to CSV

Agent ID	Login ID	Agent	Team	Department	Skills
1024	1mOw5eGP	James Smith	Metro Disputes	Corporate Communications	Billing Spanish Voice 1, Retention Spanish Voice 1
1025	19TcRwhC	Mary Smith	Overflow English	Marketing	Collections Spanish Voice 1, Fraud Spanish Voice 1, Mortgage Spanish Voic Voice 1
1026	jN3gaGy3	John Smith	Coastal Digital Care	Fraud Prevention	Service English Voice 1, Support English Voice 1, Support Spanish Voice 1
1027	M3Y73cG9	Patricia Smith	Chat Sales	Legal	Benefits Portuguese Chat 17, Claims English Voice 1, Claims Spanish Voice
1028	pihUj0Vz	Robert Smith	Atlantic Disputes	Internal Audit	Benefits English Voice 1, Billing English Voice 1, Billing Spanish Social 6, Cla Pharmacy English Voice 1, Refunds English Voice 1, Retention English Voice
1029	7AxuDPFT	Jennifer Smith	Escalations	Compliance	Benefits English Voice 1, Billing Spanish Social 6, Claims Spanish Voice 1, In 1, Pharmacy English Voice 1, Refunds English Voice 1, Scheduling English Vo Voice 1

Comstice Autoskilling

Comstice also offers autonomous intraday workforce management tool called Comstice Autoskill. Users can create a logical flow of reskilling criteria and Autoskill can reskill the agents when the conditions are met i.e. high wait times on certain skills, low agent occupancy on other skills etc.

Once the conditions are no longer valid, Autoskill reverts the changes back automatically.



Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the depedencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from https://comstice.com/support, by sending an email to support@comstice.com , SMS text, WhatsApp from comstice.com or by calling +1 713 929 3714 (Option 2)

Questions regarding model training will be handled during office hours.. Only break-fix support is handled on the SLA with 24/7 coverage.

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Thank You

Please contact sales@comstice.com
for demos and callback.