# Five9 Skill Naming Standard

[Skill Naming Standard 1](#_Toc178681239)

[ Skill Name Examples 1](#_Toc178681240)

[Related Documents 1](#_Toc178681241)

 **Description:** Provides Five9 skill naming standards for both Chat and Voice channels.

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| Skill Naming Standard |

See the segments and definition for each **below:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Skill Grouping** | **Line of Business/Client** | **Servicer** | **Language** | **Servicer and Line of Business** | **Entity + Business Unit** | | **Channel** |
| 3 letter high level skill grouping   * Carelon (CRL) * Commercial (COM) * Medicare (MED) * Pharmacy Help Desk (PHD) * Senior (SRT) * Participant Services (CPS) | Line of Business identified with 4-6 letters  Bilingual skills have the designation of BL + Line of Business/Client identifier | 2 letter internal or vendor identifier   * Internal (CV) * Alorica (AL) * Everise (CO) | 2 letter language identifier | **6-digit number** =  2-digit unique identifier for the  Servicer  +  4-digit custom code for Line of  Business/Client   * Internal (44) * Alorica (54) * Everise (64) | **4-digit number** =  2-digit identifier for entity  +  2-digit identifier for  Business Unit | | For Chat skills, they will have an additional designation of **“CH21”** at the end  CH = Chat  21 = Care’s Five9 Domain #  Voice skills do not have any additional identifiers |
| * PBM/PSS (01) * HCB (TBD) * Retail (TBD) | Care  (01) |

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| Skill Name Examples |

Below is a small sample of skills for **example purposes:**

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| **Line of Business/Client/Channel** | **Five9 Skill** |
| St of Florida Voice Skill | COM.STFL.CV.EN.441001.0101 |
| SRT Aetna Voice Skill | SRT.AETNABOB.CV.EN.441103.0101 |
| Carefirst Voice Skill | MED.CAREFIRST.CV.EN.441277.0101 |
| Carelon Bilingual Simply Voice Skill | CRL.BLSIMPLY.CV.SP.741134.0101 |
| PHD Voice Skill | PHD.MEDD.CV.EN.441240.0101 |
| GEHA Chat Skill | COM.GEHA.CV.EN.448804.0101.CH21 |
| Aetna Commercial Chat Skill | COM.AETNA.CV.EN.448807.0101.CH21 |

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| Related Documents |

[Five9 Document Index for Agents (052307)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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