
ELLM

Organisation Skills in the eLLM Admin Console

The article explains how the eLLM Admin Console allows organisations to create and manage shared instruction sets called "organisation skills" to ensure consistent responses across teams. These skills can be customised, restricted to specific groups, and integrated with extern...

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What this product is for

Organisations often want answers to follow a consistent format or tone, or to apply a standing set of instructions for a common task. An organisation skill captures those instructions once so any permitted user can apply them with a single selection in chat, keeping responses consistent across teams.

Main features

- Create organisation skills with a name, description, and instructions.
- Limit each skill to chosen groups, or leave it open to everyone.
- Edit, enable or disable, and delete skills.
- Each skill gets a unique short name (slug) so it can also be selected by external services.

How to use it

Creating a skill

1. Open **Configuration > Skills** in the admin console.
2. Create a new skill with a name, a short description, and the instructions that describe the template, tone, or context you want.

3. Optionally enter a comma-separated list of groups to limit who can use it. Leave it blank to make it available to everyone.
4. Save. The skill becomes selectable in chat for the permitted users.

Editing and managing

- Edit a skill's name, description, instructions, or group access at any time.
- Enable or disable a skill to control whether it currently appears.
- Delete a skill you no longer need.

Common tasks

- **Set a house report format:** create a skill with the layout and leave group access open.
- **Give one team a specialised skill:** restrict it to that group.
- **Refine wording:** edit the skill's instructions.
- **Retire a skill:** disable or delete it.

Things to know

- Organisation skills are administrator-managed and shared with groups. Personal skills are created by individual users in the chat interface and are not managed here.
- A skill's instructions guide how answers are written; they do not change which documents a user can access.
- Each organisation skill has a unique short name, which lets external services select it through the API.
- Group restrictions decide who sees a skill in their chat picker; an empty restriction means everyone.

Troubleshooting

- **A user can't see a skill:** check the group restriction includes one of the user's groups, and that the skill is enabled.
- **A skill isn't shaping answers as expected:** review and clarify its instructions.
- **Two skills feel similar:** consider consolidating; each needs a distinct short name.

Frequently asked questions

What is a skill?

A named set of instructions that primes the assistant for a task, format, or tone when a user selects it.

Can I limit a skill to certain teams?

Yes. Restrict it to chosen groups, or leave it open to all.

Do administrators manage personal skills?

No. Users create and manage their own personal skills in chat. This page is for organisation skills only.

Can external services use these skills?

Yes. Organisation skills can be selected through the API by their short name.

Summary

The skills page lets administrators build shared, reusable instruction bundles that users select in chat to keep answers consistent. Create them with clear instructions, scope them to groups where needed, and enable, edit, or delete them as your needs change. Personal skills remain in users' own hands.

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