

<Agent Greeting: Troubleshooting Agent Greeting issues for a single agent>

Problem Summary	Troubleshooting agent greeting issues on a single agent can be facilitated by configuring a "troubleshooting" skill group and scripts
Error Message	None
Possible Cause	Hardware, Network, Software, Configuration
Recommended Action	Write a scheduled script for a troubleshooting skill group. Re-skill the agent under test to this skill group and make test calls. If the script is written to look for a value in a call variable before choosing a greeting type, the caller making the test call can enter the corresponding call variable to the greeting being tested. Only one agent should be in the troubleshooting skill group at one time.
Release	8.5(2)
Associated CDETS #	None