

<Troubleshooting Tip for a Single Agent>

Problem Summary	To troubleshoot agent greeting issues for a single agent, you can configure 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 you write the script 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. One agent only should be in the troubleshooting skill group at a time.
Release	8.5(2)
Associated CDETS #	None