

**<Troubleshooting Tip for a Single Agent>**

<b>Problem Summary</b>	To troubleshoot agent greeting issues for a single agent, you can configure a "troubleshooting" skill group and scripts.
<b>Error Message</b>	None
<b>Possible Cause</b>	Hardware, Network, Software, Configuration
<b>Recommended Action</b>	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.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None