

**Agents do not show in a CSQ**

<b>Problem Summary</b>	A CSQ is configured with a group of agents for Skill A and a group of agents for Skill B; however, the agents do not show up in the CSQ.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Agents do not have all the skill levels of the CSQ or the skill level of the agents do not have equal or higher skill levels than that of the CSQ.
<b>Recommended Action</b>	Verify that agents have all the skill levels of the CSQ and that the agents have equal or higher skill levels than that of the CSQ.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.