

Calls are not routed to agents

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| Problem Summary | Calls are not routed to agents even though the agents are configured with the skills of the CSQ. |
| Error Message | None. |
| Possible Cause | The skill levels of the agents are not equal to or higher than the skill levels of the CSQ. |
| Recommended Action | Click Show Resources on the CSQ configuration page to determine that agents are part of the CSQ. If agents do not appear, verify that the skill levels of the agents are equal to or higher than the skill levels of the CSQ. |
| Release | 7.0(1), 8.0(1) |
| Associated CDETS # | None. |