

## Calls are sometimes not delivered accordingly to Skill Competence when Resource Selection Criteria is Most Skilled

<b>Problem Summary</b>	Calls are sometimes routed to agents with low skill competence even when agents with higher skill competence are available
<b>Error Message</b>	None
<b>Possible Cause</b>	<p>If <b>skill competence changes are made</b> midway to an agent, his position in the ESD resource list is not re-ordered immediately. So this agent will stay in the same position and wait until all the other agents ahead of him in the list are removed from the list because they moved to RESERVED(presented with a call) / NOTREADY before he gets presented with a call.</p> <p>Once an agent moves to RESERVED/NOTREADY, he is removed from the ESD resource list and he is inserted back into the list in the correct order based on his skill competence when he becomes available again.</p>
<b>Recommended Action</b>	For immediate re-ordering: All agents whose skill competence was modified can move themselves to NOTREADY and READY again.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None