

## No Way to Resize Columns of Reports

<b>Problem Summary</b>	The column widths in supervisor reports on the chat supervisor desktop UI are fixed. Because the reports have lot of columns, these columns need to be resized for better usability.
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	Use the horizontal scroll bar at the bottom of the reports to view the full report.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	CSCtz61360

## Double-clicking on the CSQ Entry Shows Detail Window that has the Chat CSQ Details

<b>Problem Summary</b>	On the Supervisor CSQ detail link, when I double-click on the CSQ entry, I get a detail window that shows me the Chat CSQ details.
<b>Error Message</b>	I expected to see details from that CSQ, but in the Contact Center Queue column, CSQs from other places are shown.
<b>Possible Cause</b>	The Chat CSQ Detail table has a column called Contact Service Queue, which indicates the CSQ in which the agent is currently handling a contact (in Busy state). Otherwise, this column is empty. However, agents who are busy might belong to several CSQs and might be handling contacts from another CSQ apart from this one. So, that CSQ name will be displayed in this column. That is the expected behavior.
<b>Recommended Action</b>	Click once on the CSQ entry; do not double-click on it.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None

## Queue Summary Report Behaves Differently than the Reporting Chat CSQ ? Stats Report

<b>Problem Summary</b>	The supervisor Queue Summary Report display sorts the CSQs differently than the Reporting Chat CSQ ? Stats report.
<b>Error Message</b>	The Supervisor Queue Summary Report display sorts the CSQs differently than the Reporting Chat CSQ ? Stats report. One is 1, 2, 3, the other is 3, 2, 1.
<b>Possible Cause</b>	Because there is no sorting done anywhere, reports are rendered on the supervisor UI exactly in the same order as they are sent from the server (which does not do any sorting).
<b>Recommended Action</b>	This is not an issue because supervisor reports do not have a sorting feature.

Chat\_Supervisor\_Desktop\_Report\_Issues

<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None