

AAS - Agent-to-skill group assignments

| | |
|---------------------------|--|
| Problem Summary | Agent-to-skill group assignments are not displaying in ICM |
| Error Message | None |
| Possible Cause | This may be caused if the installation prerequisites were not followed correctly and there were some agents, skill groups, or persons in the database that were not deleted permanently. |
| Recommended Action | Make sure there are no skill groups, agents, or persons marked as deleted in the database. AAS cannot properly determine the state of skill groups, agents, or persons if any of them are marked as deleted. If you need to delete any of these from ICM, you must be sure to permanently delete them from the database. Records marked as deleted are the easiest way to break AAS. |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |