

Cannot see queue statistics for agents in some states

Problem Summary	A supervisor cannot see the queue statistics for agents in some states on the desktop.
Error Message	None
Possible Cause	<p>The queue statistics are generated by Unified CCE and certain scenarios are described below to show how CCE updates the queue statistics.</p> <p>For Talking - Outbound: This statistic gets updated only for the default queue when an agent is on an outbound call. Outbound Dialer calls are not included.</p> <p>For Talking - Internal: This statistic gets updated for the default queue when the agents are on direct calls with other agents or on calls initiated via the route point. However when an agent is on a consult call, this statistic gets updated for the queue to which the original call belongs.</p> <p>For Wrap-up states: These statistics get updated for the queue to which the original call belongs when agents go into the wrap-up state.</p> <p>Note: Finesse polls Unified CCE every 10 seconds for the statistics for each queue assigned to an agent. Therefore, statistics may be stale by a few seconds and some changes may be reflected in the next polling period.</p>
Recommended Action	N/A
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
Associated CDETS #	None