

Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM (1)

Problem Summary	Agents are logged in and available in Unified Expert Advisor, but they don't show up as logged in or ready in Unified ICM real time monitor.
Error Message	None.
Possible Cause	These expert advisors (agents)also don't appear in the ICM Agent Explorer.
Recommended Action	<ul style="list-style-type: none"> ◇ Verify all expert advisors have first name and last name in Cisco Unified Presence server,and in the Unified Expert Advisor operations console. ◇ Verify that the runtime server is in service (Operations Console > Serviceability > ControlCenter). ◇ Verify that the skill group peripheral number in the ICM Skill Group Explorer matches theskill group peripheral number" in Unified Expert Advisor's Assignment Queue configuration page (Operations Console > Daily Management > Assignment Queues). If they do not match,then you can change it in Unified ICM to match Unified Expert Advisor (it cannot be changedin the Unified Expert Advisor Operations Console).
Release	Release 7.6(1).
Associated CDETS #	None.