

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	These expert advisors (agents)also don't appear in the ICM Agent Explorer.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>◇ Verify all expert advisors have first name and last name in Cisco Unified Presence server,and in the Unified Expert Advisor operations console.</li> <li>◇ Verify that the runtime server is in service (Operations Console &gt; Serviceability &gt; ControlCenter).</li> <li>◇ 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 &gt; Daily Management &gt; 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).</li> </ul>
<b>Release</b>	Release 7.6(1).
<b>Associated CDETS #</b>	None.