

## No data appears in the Cisco Agent Desktop Enterprise Data fields

<b>Problem Summary</b>	When an agent receives a call, the Enterprise Data pane does not display the expected data.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Unified CCX server is not correctly passing enterprise data from the Enterprise service to Agent Desktop. This situation can be a result of incorrect step configuration in the script or in the Enterprise Data Configuration section of Desktop Administrator. It can also result from an out-of-sync condition between the Enterprise Data subsystem and the Enterprise service.
<b>Recommended Action</b>	Complete the following steps:  <ol style="list-style-type: none"> <li>1. Verify the step configuration in the script and in the Enterprise Data Configuration section of Desktop Administrator.</li> <li>2. Stop and restart the Enterprise service.</li> <li>3. If the problem persists, stop and restart the Unified CCX engine.</li> </ol>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.