

## No data is present in agent state logs or call logs

<b>Problem Summary</b>	There is no data presented in an agent's agent state log or call log.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>Possible causes for this are the following:</p> <ul style="list-style-type: none"> <li>• The agent has not received any calls</li> <li>• The agent did not log in for the selected day</li> <li>• The agent's or supervisor's PC clock is not in the correct time zone (all state and call times are based on server time)</li> </ul>
<b>Recommended Action</b>	None.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.