

No data is present in agent state logs or call logs

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