

No data is present in agent state logs or call logs

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| 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. |