

## Some skill groups are listed as NA in the supervisor status grid

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| <b>Problem Summary</b>    | In the supervisor desktop's real time status grid, some agents' skill groups are listed as NA when they actually do belong to at least one skill group.  |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | When a supervisor logs in, all skill groups of agents currently logged in are displayed. CTI OS only learns about skill groups when agents are logged in, logged out agents might display NA (not available) in the Agent Real Time status window until these agents log in. |
| <b>Recommended Action</b> | Verify the status once the agent logs in.  |
| <b>Release</b>            | Release 7.5(x)   |
| <b>Associated CDETS #</b> | None.  |