

Calls offered to the Call Type is greater than total calls offered to skill group

Problem Summary	Two Call Types, Call Type 1 and Call Type 2, are configured. All of the calls for these Call Types are offered to the same skill group. The total number of calls offered to Call Type 1 and Call Type 2 is greater than the total calls offered to the skill group.
Error Message	None
Possible Cause	Skill group Calls Offered and Call Type Calls Offered are not equivalent, even if all calls for the Call Types are sent to the same skill group. If a call disconnects for any reason before it reaches the Queue to Skill Group script node, Calls Offered is incremented for the Call Type, but is not incremented for the skill group.
Recommended Action	None required
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.