

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

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|---------------------------|---|
| <b>Problem Summary</b>    | 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.  |
| <b>Error Message</b>      | None  |
| <b>Possible Cause</b>     | 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. |
| <b>Recommended Action</b> | None required   |
| <b>Release</b>            | Release 7.5(1) and 8.0  |
| <b>Associated CDETS #</b> | None.   |