

Report Statistics when Sub-Skill Groups are Configured

| | |
|---------------------------|---|
| Problem Summary | Data in agent and peripheral reports is affected when sub-skill groups are configured. |
| Error Message | None |
| Possible Cause | <p>If sub-skill groups are configured in your enterprise, agent reports show data for sub-skill groups only.</p> <p>If sub-skill groups are not configured, the reports will show data for base skill groups.</p> <p>If sub-skill groups are configured in your enterprise, please note the following with respect to skill group reports:</p> <ul style="list-style-type: none"> • Skill Group By Peripheral reports will show only data for the sub-skill groups only, since they allow customers to select only sub-skills as report items. • Skill Group By Base Only reports are correct: they show only the data for base skill groups, since report selection items are base skill groups. However, the statistics for base skill will be double counted when calls are queued to both the primary and secondary sub-skills. • Skill Group By Enterprise reports show data based on which skill groups are part of the enterprise skill group. <ul style="list-style-type: none"> If you configure sub-skill groups from several peripherals or from different media, group the sub-skill groups into the Enterprise Skill Group and not both base and sub-skills. Note: If you queue to multiple sub-skills, and group them in an Enterprise Skill Group, you will see double counting |
| Recommended Action | None |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |