

## Total calls queued to each skill group is greater than calls offered for the day

<b>Problem Summary</b>	The total number of calls queued to each skill group is greater than the number of calls offered to the skill groups over a day. For example, 800 calls are queued to skillgroup1 and 700 calls queued to skillgroup2, but the total number of calls queued is 900, not 1500.
<b>Error Message</b>	None
<b>Possible Cause</b>	When a call is queued to more than one skill group, the call is counted as queued in each skill. Therefore, it appears that the call is being counted more than once. At the Call Type service level, these calls are correctly counted as only one call. Similarly, if the call abandons while queued, it is counted as an abandon in each skill group to which it is queued but is counted correctly as one call at the Call Type service level.
<b>Recommended Action</b>	None required
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.