

Default Skill Group on Unified ICME parent shows no data

Problem Summary	The default skill group that appears in the Item Selection list for WebView does not show any data when selected for reporting.
Error Message	None.
Possible Cause	A default skill group is created for the Unified ICME parent system. This default skill group does not collect any reporting statistics. Also, do not confuse this default skill group with the default skill group that is created for the Unified CCE child system; they are not the same. Default skill groups on the Unified CCE child get created as real skill groups on the Unified ICME parent. The reporting statistics gathered for the default skill group for the Unified CCE child shows up in these real skill groups on the Unified ICME parent.
Recommended Action	Select the skill group in the Item Selection list in WebView in the Unified ICME parent that corresponds to the default skill group on the Unified CCE child.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.