

## Missing call in queue information in the real-time and historical Service templates

<b>Problem Summary</b>	In the Service templates, the value of "Calls Q Now" and "Calls Q Now Time" are 0.
<b>Error Message</b>	None
<b>Possible Cause</b>	This can occur when the route links to the skill group because it causes a lack of visibility for the "Longest Call Queued" values.
<b>Recommended Action</b>	None
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.