

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

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