

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

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| 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. |