

**Some resource selection criteria are missing**

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| <b>Problem Summary</b>    | When trying to configure a CSQ, Cisco Unified CCX Administration does not show all the resource selection criteria.  |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | The CSQ is resource-group based. A resource-group based CSQ has Longest Available, Most Handled Contact, Shortest Average Handle Time, Linear and Circular criteria. A skills-based CSQ has Longest Available, Most Handled Contact, Shortest Average Handle Time, Most Skilled, Least Skilled, Most Skilled by weight, Least Skilled by Weight, Most Skilled by Order, and Least Skilled by Order criteria. |
| <b>Recommended Action</b> | You might want to use a skills-based CSQ in order to use a specific resource selection criteria.   |
| <b>Release</b>            | 7.0(1), 8.0(1)   |
| <b>Associated CDETS #</b> | None.  |