

**Skill group real-time data**

<b>Problem Summary</b>	No logged in agents or all agents are not ready.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. Log &gt; 0; Ready = 0 (All agents not ready)</li> <li>2. Log = 0 (No logged in agents)</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Check for agent configuration errors. Check for autoconfiguration errors--refer to the Unified ICM troubleshooting tips for Unified Expert Advisor.</li> <li>2. Is Unified Expert Advisor in service? Is Unified PIM in service? <ul style="list-style-type: none"> <li>• Verify the logged-in AQ agents.</li> <li>• Does each agent meet the membership criteria?</li> <li>• Ensure that AQ maps have the correct skill group.</li> <li>• Does the skill group peripheral number match the skill group name suffix?</li> </ul> </li> </ol>
<b>Release</b>	Release 7.6(1)
<b>Associated CDETS #</b>	None.