

Skill group real-time data

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