

The_agent_can?t_view_any_contact_service_queue_statistics_in_Agent_Desktop

The agent can?t view any contact service queue statistics in Agent Desktop

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| Problem Summary | The agent cannot view any contact service queue statistics in Agent Desktop. |
| Error Message | None. |
| Possible Cause | The agent is not assigned to a contact service queue, so no CSQ statistics are visible to the agent. |
| Recommended Action | Assign the agent to a contact service queue. |
| Release | CAD Unified CCX 8.5 |
| Associated CDETS # | None. |