

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

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.