

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

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