

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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|---------------------------|--|
| <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.  |