

# Supervisor Desktop Displays "N/A" for the Skill Group Statistics

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## Introduction

This document explains why <N/A> appears in the Skills section with Cisco Supervisor Desktop.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) functionality
- Networking background
- Working knowledge of Cisco Agent Desktop

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2 or later
- Cisco Agent Desktop version 4.2 or later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

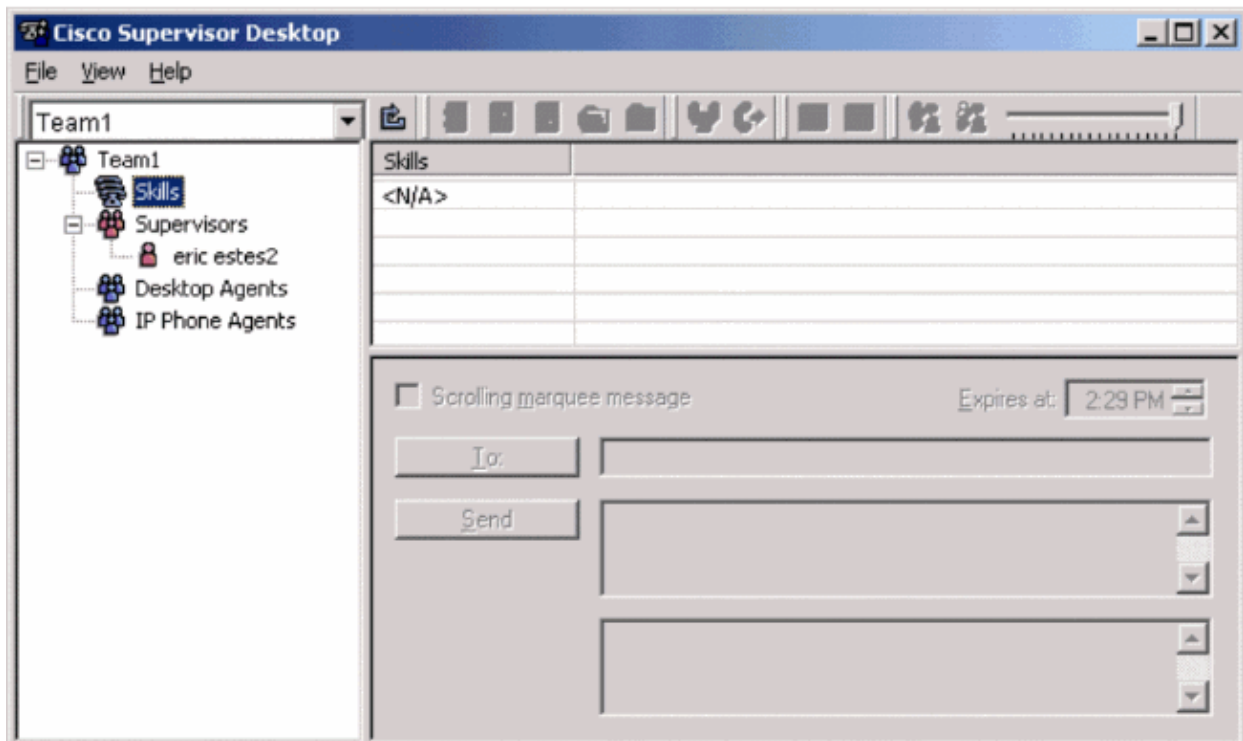
### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Symptom

When you try to display the Skills statistics, no data is displayed for each skill group when **Skills** is selected in the Team View pane with Cisco Supervisor Desktop. Under the **Skills** field in the Data View window, it shows N/A.

**Figure 1 Cisco Supervisor Desktop**



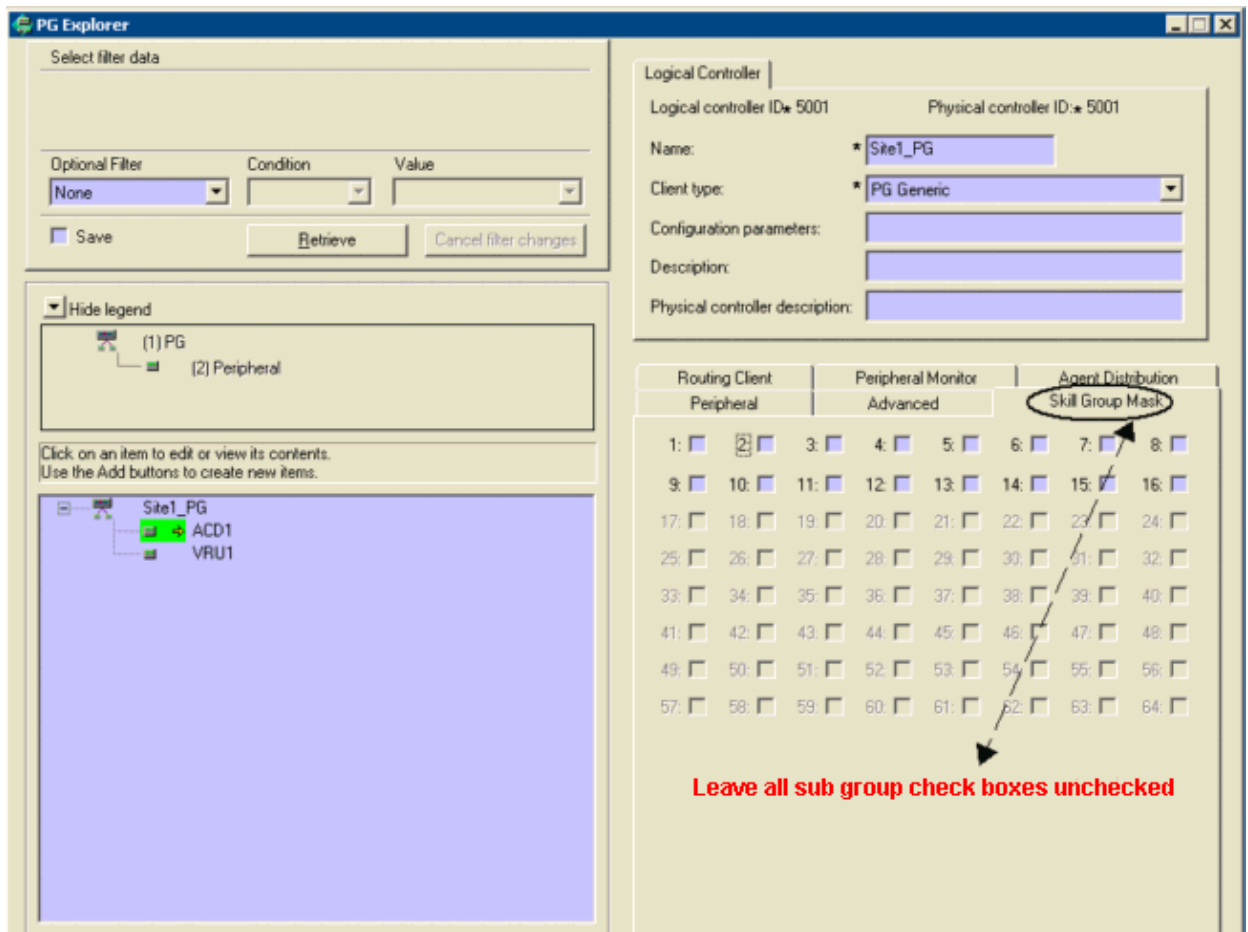
Under normal conditions, the Data View displays statistics for each skill group for the current day, starting at midnight. The statistics are automatically refreshed every five seconds.

## **Solution**

The mismatch of call queuing and the Cisco ICM Peripheral Gateway (PG) configuration cause this problem. The rules are:

- If calls are queued to a base skill group, no sub-skill groups can be configured.
- If a skill group does have sub-skill groups configured, calls cannot be queued to the base skill group.

**Figure 2 PG Explorer**



If calls are queued to the base skill group and sub-skill groups are configured, the N/A message appears. If calls are queued to the sub-skill groups, and sub-skill groups are configured, only the calls queued to the primary sub-group are reported.

**Note:** Agents must be assigned to the base skill group in order for the supervisor to view the skill data for a team in Supervisor Desktop.

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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