Why Are There Two Contact Service Queues with the Same Name in the CSQ Service Level Report?

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Questions

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Introduction

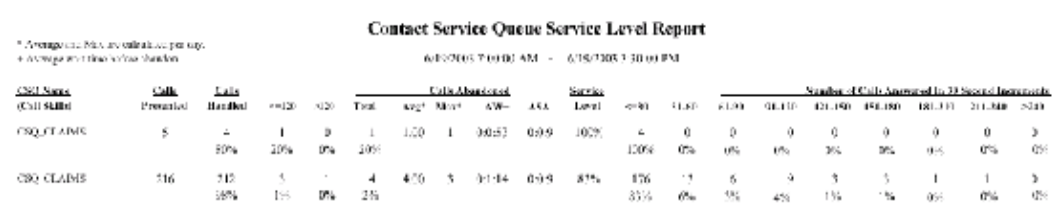
Cisco IP Integrated Contact Distribution (ICD) is an IP−based automated call distribution system. It includes a web−based real−time and historical reporting system that can monitor system, Contact Service Queue (CSQ), and resource performance. This document explains why two contact service queues with the same name appear in a CSQ service level report.

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

Q. Why are there two Contact Service Queues with the same name in the CSQ service level report?

A. Sometimes two contact service queues with the same name appear in the CSQ service level report as Figure 1 shows.

Figure 1: Contact Service Queue Service Level Report



This is a normal behavior by design. For CSQ reports, if the same CSQ appears twice, it indicates some properties of a specific CSQ have been changed during the report interval. It can be caused by changes in the autowork bit, resource selection criteria, or other properties. These properties do not appear in the CSQ reports.

Related Information

- **Technical Support & Documentation − Cisco Systems**

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