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# Agent Pacing Service Deployment Guide

Troubleshooting

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## Contents

- [1 About troubleshooting](#)
- [2 Abandoned statistics are not calculated \(always 0\)](#)
- [3 Interactions are not delivered to the groups specified in the pacing target](#)

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Find solutions to some of the common problems with Agent Pacing Service.

## About troubleshooting

Common problems with Agent Pacing Service include:

- Abandoned statistics are not calculated (always 0)
- Interactions are not delivered to the groups specified in the pacing target

### Abandoned statistics are not calculated (always 0)

When you configure virtual queue objects, you must ensure that the value of the **Alias** parameter equals the value of the **Number** parameter. For more information, see *Virtual queue* in Configuration.

### Interactions are not delivered to the groups specified in the pacing target

Verify that your routing strategy is able to consume the pacing target and virtual queue specified in the **User Data** of your proactively created media interactions.