Agent Pacing Service Deployment Guide

Troubleshooting

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Contents

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.