



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Agent Pacing Service Deployment Guide

Troubleshooting

8/11/2025

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](#)

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.