New Queues appear unexpectedly in Queue Assignment lists

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Symptom

• You see several queues that you were not expecting to see appear in your Assigned queues list.

Applies to

• QuestionPoint

Resolution

Occasionally, additional queues with unusual names are assigned when an account is switched from Local to Global or vice versa. You don't have to monitor those queues and you can manually un-assign them using your admin account if you want to as well.