Why do I see a number in the Barometer that doesn't match any numbers in my queues?

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Symptom

- Why do I see a number in the Barometer that doesn't match any numbers in my queues?

Applies to

- ILLiad

Resolution

1. Right-click Reset to Default View
2. Open Customization Manager
3. Search barometerexclusions. The statuses mentioned in the key are NOT included in the barometer count.