

## 5.8.0.9 - Abandoned calls showing in Lifecycle reports, in error

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### PROBLEM

When running lifecycle reports against an Agent you see call that show as In queue then abandoned and then ringing and then Answer ACD.

### RESOLUTION

This issue is expected to be resolved in our upcoming Atlantic release.

Internal reference number (TFS) 98971

### APPLIES TO

5.8.0.9

**Keywords:** abandoned lifecycle report

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<http://micc.mitel.com/kb/KnowledgebaseArticle51816.aspx>

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