

## Queue reports show much higher handled count than associated Agent reports

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### PROBLEM

Queue reports pegging correctly, but Agent reports are missing handled calls.

### RESOLUTION

We expect to have this issue resolved in our 6.0.2.1 release.

Internal Reference Number (TFS) 99712

### APPLIES TO

6.0.0.3 to 6.0.2.0

**Keywords:** queue agent report handled peg pegging inaccurate

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<http://micc.mitel.com/kb/KnowledgebaseArticle51829.aspx>

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