

Agent (and Agent Group) Make Busy / DND reports discrepancies when comparing 5.8 to 6.0.1.1

PROBLEM

When comparing Agent by Make Busy / DND Trace reports run on the same raw data in 5.8 and 6.0.1.1, we found that there was more variance than acceptable.

RESOLUTION

This issue is being resolved in our 6.0.2.1 release.

Internal Reference Number (TFS) 94495

APPLIES TO

6.0.1.1

Keywords: agent group make busy dnd inaccurate discrepancies

Last Modified By: amontpetit, Wednesday, January 30, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle51841.aspx>

Monday, June 27, 2022