

WFS Forecasting - Ring Group data is not supported

INFORMATION

Raw call data from Ring Groups did not map correctly for forecasting purposes, causing potentially inaccurate data to be generated. As such, in MiContact Center Version 8.0 Ring Group data is not loaded when generating a forecast from historical data.

If you load historical data from a Queue Group which includes Ring Groups, the data from the ACD queues will be used exclusively.

APPLIES TO

MiCC Version 8.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52377.aspx>

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