

6.0.2.0 - Work timer duration not being included when ACD call was transferred

PROBLEM

When an agent takes an ACD call then transfers it to another agent, the second agent does not get any Work Timer time pegged.

RESOLUTION

This issue is expected to be resolved in 6.0.2.2

Internal Reference Number (TFS) 102245

APPLIES TO

6.0.2

Keywords:

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<http://micc.mitel.com/kb/KnowledgebaseArticle51862.aspx>

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