

Queue Group Performance by Period shows discrepancies when comparing report run in 5.8 versus 6.0.1.0

PROBLEM

When comparing a Queue Group Performance by Period report run in 5.8 to the same raw data in 6.0.1.0 we found that the ACD Handling Time, and Average ACD Handling Time varied.

RESOLUTION

We are resolving this issue in 6.0.2.1

Internal Reference Number (TFS) 100768

APPLIES TO

6.0.1.0

Keywords: queue group performance report discrepancies inaccurate acd handle time average

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