

## Agent Group Event by Period reports show discrepancies when comparing 5.8 to 6.0.1.1

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### PROBLEM

Agent Group Event by Period reports appear to be adding work timer to make busy time when run in 6.0.1.1

### RESOLUTION

This issue is being resolved in 6.0.2.1

Internal Reference Number (TFS) 99493

### APPLIES TO

6.0.1.1

**Keywords:** agent group event by period work timer make busy inaccurate discrepancies

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<http://micc.mitel.com/kb/KnowledgebaseArticle51842.aspx>

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