

## **KB39321: Unable to change 'From' and 'To' times when modifying Calls Offered with Forecasting Tool**

### **PROBLEM**

Unable to change values in 'From' and 'To' times when modifying Calls Offered with the Forecasting Tool.

### **SYMPTOMS**

In the Workforce Scheduling application or CCM Website, when using the Forecast tool, if the user loaded Historical Data with a 'Start hour' value the same as the 'End hour' value, when you try to modify Calls Offered afterward, you are unable to change the 'From' and 'To' times.

### **CAUSE**

This is caused by a logic error in the code.

### **WORKAROUND**

Load Historical Data with Start and End times of 12:00am to load the entire day of data.

### **RESOLUTION**

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to [www.mitel.com](http://www.mitel.com).

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

### **APPLIES TO**

CCM version 5.7 SP1

**Keywords:** 39321

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