

HotFix KB125792 - Agent and Queue report mismatch in Inter-Tel environment

PROBLEM

With an Inter-Tel PBX, Queue Group Performance by Period and Agent Group by Agent Account Code Compliance reports do not match

CAUSE

Interpretation of the OAI stream were double pegging ACD calls (see the resolution, if we say extra then we should be specific in the cause statement) when account codes were in use.

RESOLUTION

Logic has been corrected to no longer double peg when account codes are used.

INSTALLATION INSTRUCTIONS

This Hotfix was included in our 6.0.2.3 release. If you have a specific business reason for being unable to upgrade, and still require this hotfix, please contact MiContact Center support.

APPLIES TO

6.0.2.2_Rev2

Keywords: 125792 KB125792 5000 axcess intertel inter-tel account code acd calls handled

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<http://micc.mitel.com/kb/KnowledgebaseArticle52037.aspx>

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