

## Callback Queue Performance by Agent report is listing the same agent multiple times

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### PROBLEM

When running a Callback Queue Performance by Agent report we find that each agent is listed multiple times, duplicating information. The numbers are accurate, so long as you do not attempt to add the duplicate entries together.

### RESOLUTION

We aim to have this issue resolved in our upcoming Atlantic release.

Internal reference number (TFS) 96461

### APPLIES TO

IVR 6.0.2.0

**Keywords:** callback queue performance by agent report duplicate multiple

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<http://micc.mitel.com/kb/KnowledgebaseArticle51790.aspx>

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