

6.0.2.0 - Hot Fix 100758 - Agent Group report discrepancies

INFORMATION

This Hot Fix addresses a number of reporting issues found in 6.0.1.1.

- Reporting Work Timer as part of Make Busy time
- Agent Group by Agent Make Busy / DND reports totaling durations incorrectly
- Queue Group Performance by Queue showing ACD Handling Time discrepancies
- Agent Group Event by Period showing incorrect Wrap Up time, and Make Busy time
- Queue Group Performance by Period showing ACD Handling Time discrepancies
- Queue Group Performance by Agent showing discrepancies when compared to Agent Group Performance by Agent
- Queue Group Performance by Queue showing discrepancies with Short Abandons

RESOLUTION

This hot fix is to be deployed onto **6.0.2**

1. Download the attached **KB100758.EXE** file to the CCM server.
2. Double click the **KB100758.EXE** file and follow the on-screen prompts.

NOTE: Installing this Hot Fix will stop and restart all prairieFyre services. In order to avoid any service impact, we recommend installing the hot fix after hours or during a scheduled maintenance window.

APPLIES TO

6.0.2

Keywords: agent group queue report reporting make busy work timer discrepancies

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