

Discrepancies in Short Abandons when comparing reports from 5.8.0.9 to 6.0.1.1

PROBLEM

When running a Queue Group Performance by Queue report using the same raw data in 5.8 and 6.0.1.1 we find that there is a significant difference in short abandon count.

RESOLUTION

This issue is being resolved in our 6.0.2.1 release.

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APPLIES TO

6.0.1.1

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