

Discrepancies between Agent Performance and Agent Event reports

PROBLEM

Agent Performance reports showing higher call counts than Agent Event or Agent Inbound Trace.

RESOLUTION

This issue will be resolved in our 6.0.2.2 release.

Internal Reference Number (TFS) 104961

APPLIES TO

6.0.2

Keywords: agent performance double peg

Last Modified By: amontpetit, Wednesday, April 17, 2013
<http://micc.mitel.com/kb/KnowledgebaseArticle51907.aspx>

Monday, January 30, 2023