

IVR Callback reporting inaccurate

PROBLEM

When running IVR Callback reports, some agents are being attributed with calls being rejected incorrectly, or same call being pegged multiple times.

RESOLUTION

This issue is being addressed in our 6.0.2.1 release.

Internal Reference Number (TFS) 88738

APPLIES TO

6.0.1.0

Keywords: ivr callback report reporting

Last Modified By: amontpetit, Wednesday, January 30, 2013
<http://micc.mitel.com/kb/KnowledgebaseArticle51837.aspx>

Tuesday, August 09, 2022