

WFS - The start time in forecasting view does not correspond to what is set in Historical data time frame

PROBLEM

When performing a forecast you notice that the start time does not correspond with the configured setting in Historical data.

SYMPTOMS

In this scenario your WFS client is running on a client computer that is set to a different time-zone than the MiContact Center server. This causes a calculation error when determining the start time.

RESOLUTION

In order to perform this task the WFS client must be on a computer configured for the same time zone as the MiContact Center server.

APPLIES TO

WFS, all versions

Keywords: WFS workforce scheduling forecasting tool view start time historical time zone time-zone

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