

## 5.10.1.1 - Agent merged into an ACD call does not get a peg for ACD Handled in either Agent Group or Agent Performance reports

### PROBLEM

An Agent merged into an ACD call does not get a peg for ACD Handled in either Agent Group or Agent Performance reports.

### SYMPTOMS

Upon reviewing the Agent Group Performance Report for the site, I found that not all ACD calls are getting pegged as ACD. Reproduction steps:

1. Agent A answers Queue call
2. Agent A calls Agent B from Lync (which places queue caller on hold)
3. Agent A then uses Lync merge feature to bring Agent B into the call
4. Agent A drops off the conference call

This chain of events will cause Agent B to not peg as an ACD Handled in the Agent Group or Agent Performance reports, although the ACD Handle Time will produce the proper handle time for that very same call.

### RESOLUTION

We plan to have this issue resolved in our Caspian release.

Internal Reference Number (TFS) 99718

### APPLIES TO

5.10.1.1

**Keywords:** agent merged acd handled agent group performance peg pegging inaccurate

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