

Callback Queue Performance by Period report totals are inaccurate

PROBLEM

The Callback Queue Performance by Period report is showing inaccurate totals for columns. A Queue Performance by Period report for the same queue and period shows the correct totals.

RESOLUTION

This issue will be resolved in our upcoming Atlantic release

Internal reference number (TFS) 96458

APPLIES TO

CCM 6.0.2.0

Keywords: callback queue performance by period totals inaccurate

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<http://micc.mitel.com/kb/KnowledgebaseArticle51791.aspx>

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