

Hotfix KB161936 - Agent Event by Period (hh:mm:ss) AGP report includes a midnight event that doesn't exist in ACD inspector

PROBLEM

This hotfix addresses:

- When comparing an Agent Event by Period AGP report to ACD Inspector results, the report is showing 12:00A midnight AGP join/leave events that do not appear in the raw ACD data.

RESOLUTION

This hotfix is to be installed on top of MiContact Center version 6.0.2.3

1. Download the attached **KB161936.EXE** file to the Enterprise Server.
2. Double click the **KB161936.EXE** file and follow the on-screen prompts.

NOTE: Installing this hotfix will stop and restart the MiContact Center services. In order to avoid service interruption, we recommend installing it after hours or during a scheduled maintenance window.

APPLIES TO

6.0.2.3 when using AGP and viewing Agent Event AGP Reports

Keywords: 161936 KB161936 Agent Event AGP midnight

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<http://micc.mitel.com/kb/KnowledgebaseArticle52115.aspx>

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