

Historical Reporting data mismatch

Problem Summary	An agent/CSQ being reported in one report but not in another for the same time period when it should have been reported at both places
Error Message	
Possible Cause	Records are being written with inactive ids. Some of the reports use dateinactive field for getting the resultset. So they fail to report on agents/csqs whose records are written with wrong ids. While some of the reports do not use dateinactive field and hence are able to report on messed up agents/csqs.
Recommended Action	
Release	7.0
Associated CDETS #	CSCsz09929, SR 614582595