

Historical_Reporting_for_RT_Lite_Features

Problem Summary	Historical Reports may look little different in SJ/JAL (Conference) Scenarios	
Error Message	None.	
Possible Cause	Agent performs Select Join or Join Across Lines from the RT/RT-Lite phone	
Recommended Action	A few scenarios and the expected HR behavior are described below	
	Scenario	Historical Reports Behavior
	1. Agent has got a IAQ call (C1) and he conferenced (SJ/JAL) the call (C2) to another agent where call C2 survives then in Agent Call Summary Report Inbound non-ACD record is not present for agent2.	This is by the design and architecture of the system.
	2. Agent has got a IAQ call (C1) and he conferenced (SJ/JAL) the call (C2) to another agent where call C2 survives then in Agent Call Summary Report Conference flag is tagged with the outbound call of first agent.	In this case since call C2 survives, the Conference flag will be tagged with the Outbound Call of the first agent. This is different from the SJ/JAL C1 survival scenario where Conference flag will be present with the Inbound ACD call of the first agent.
Release	Release 8.0(1)	
Associated CDETS #	None	