

Total_logged_in_hours_for_agent_very_high_after_name_change

Total logged in hours for agent very high after name change

| | |
|---------------------------|---|
| Problem Summary | Total logged in hours for agent very high after name change. |
| Error Message | None. |
| Possible Cause | The agent name was changed via CCM while the agent was still logged into CAD. |
| Recommended Action | Change the agent's name when agent is not logged in. |
| Release | |
| Associated CDETS # | CSCsx49385 : Updating Agent name in Call Manager creates a new agent in UCCX. |