

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.