

## 'Split Skill' and 'Agent SplitSkill' Report error CCE 4.0

### Summary

In CCE 4.0 there is an error in the 'Agent Split Skill' and the 'Split Skill' reports. Information in the problem reports is not grouped correctly. The attached file contains updated reports to resolve this problem.

### Applies To

Agent Split Skill and the Split Skill reports in CCE 4.0 Reporting

### Deploying Updated Reports

1. Unzip the attachment in a temporary location
2. Copy the "Split Skill.rdl" file to the "C:\Program Files\Avaya\Contact Center Express\Desktop\Contact Center Express Control Panel\Reports\Split Skill" folder. (Overwrite the existing file)
3. Copy the "Agent Split Skill.rdl" to the "C:\Program Files\Avaya\Contact Center Express\Desktop\Contact Center Express Control Panel\Reports\Agent" folder. (Overwrite the existing file)
4. Using CCE Control Panel, deploy the reports the same way you did initially. Note that you will need to confirm that the Overwrite Reports tick-box is checked, but this should be the default value
5. Once deployed, run the reports again. Both the reports should now say v4.0.0.1 at the bottom.

Download

Updated CCE 4.0 Report files

Last Modified By: Simon Fitz-Gerald, Wednesday, September 09, 2009  
<http://support.avayacce.com/KnowledgebaseArticle14171.aspx>

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