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Performance Management Advisors Deployment Guide

Configure the Reason Code Statistic Key

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In Advisors release 8.1.5, you ran an update SQL script to configure the reason code statistic key. Starting in release 8.5.0, use the Metric Manager to configure the reason code key. See [Contact Center Advisor and Workforce Advisor Administrator User's Guide](#) for information about Metric Manager and how to configure the reason code statistic key.