

Double Pegging requeues, reporting them as interflows as well

PROBLEM

Queue reports will double peg some requeues as both a requeue and an interflow at the same time.

SYMPTOMS

In raw SMDR data you will see a *R* record for the requeue as well as an *I* record for an interflow.

CAUSE

If an agent is logged out due to not answering the ACD call within the timeframe programmed in their COS, SMDR records are created for the requeue as well as an interflow against the IP trunks. This causes a reporting discrepancy within the prairieFyre software.

RESOLUTION

There are two options to correct this issue, both are PBX related:

1. apply Call Control Relink CC_40.2.2.7_SP8
2. upgrade to 10.2.2.21 or later

APPLIES TO

5.x, 6.0

Keywords: Double Peg SMDR Requeue Interflow MCD

Last Modified By: amontpetit, Tuesday, April 10, 2012
<http://micc.mitel.com/kb/KnowledgebaseArticle51464.aspx>

Tuesday, January 31, 2023