

KB40600: Attendant Console Traffic by Period reports not calculating Average service time accurately

PROBLEM

Attendant Console Traffic by Period reports are not calculating the Average service time accurately.

SYMPTOMS

When running an Attendant Console Traffic by Period report, the Average service time appears to be calculating a sum instead of a true average. This appears to be evident when running the report in a 15 minute interval and comparing to a 30 or 60 minute interval.

CAUSE

It is important to understand that traffic reporting values are calculated by the telephone switch NOT by prairieFyre. For attendant console reporting, we read the Answer count and Occupancy from the traffic data stream. Since we only have Answer and Occupancy, we can't calculate the average as we normally do when the report is aggregated by 30 and 60 minutes.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

Keywords: 40600 kb40600 attendant traffic console reports sum instead of average incorrectly calculated

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