

Unable to summarize data for a day if SMDR contains "Called external hot desk user" records

PROBLEM

If the raw SMDR contains a record for a "called external hot desk user" call and that record does not have a value for Called Party or Time to Answer that day will not summarize properly.

RESOLUTION

This issue is resolved in 6.0.2.2

Internal Reference Number (TFS) 106589

APPLIES TO

6.0.2

Keywords: called external hot desk user time to answer called party summarize error

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<http://micc.mitel.com/kb/KnowledgebaseArticle51928.aspx>

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