

## **KB40155: Classification codes not credited correctly sometimes when call recording used**

### **PROBLEM**

Classification codes are sometimes not credited correctly when call recording is being used.

### **SYMPTOMS**

When call recording is enabled and agents are entering classification codes for calls, some classification codes aren't being credited correctly. In the Enterprise Server and Data Processor logs, you'll see error messages similar to the following:

CallInfo - ProcessACDRecord Unable to associate classification code 05 to a call

### **CAUSE**

Call recording information was unintentionally disrupting linkages between various internal components in the summary logic. In cases where no more call events were received before the agent entered a classification code, it sometimes resulted in the classification code record being malformed.

### **WORKAROUND**

Generate any other call event records (such as briefly putting the call on hold or waiting until the call ends) before entering the classification code.

### **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:** 40155

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