

## **ALM0106 - The media server is detecting handled ACD calls between 11:30pm and 12:30am without the "This enterprise operates 24 hours a day" option enabled**

### **DESCRIPTION**

The media server is detecting handled ACD calls between 11:30pm and 12:30am without the "This enterprise operates 24 hours a day" option enabled.

### **SEVERITY**

Minor

### **IMPACT**

If the hours of operation are set incorrectly, reporting inaccuracies may result.

### **TROUBLESHOOTING STEPS**

If this call center operates 24 hours a day, enable the "This enterprise operates 24 hours a day" option. This option is located in **YourSite Explorer => Media Servers => Data Summary options**

### **APPLIES TO**

CCM 6.0 SP1 FP1

**Keywords:** ALM0105 24 hours 11:30pm 12:30am ACD

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<http://micc.mitel.com/kb/KnowledgebaseArticle51664.aspx>

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