

Voice Callbacks fail to Capture Preferred Time if the caller tries to input a date

PROBLEM

When Voice Callbacks are configured to Capture Preferred Time, if the caller enters a date in the format **DDMMhhmm** then the callback will fail, and the caller will hear the message "The date and time entered were invalid, please try again."

SYMPTOMS

If the caller enters date and time, it will fail. If the caller enters only the time the callback will be saved and processed correctly.

In the device log for the answering port you will see an error like the following:

Warning: 31/01/2013 15:20:37 [4003-10.132.12.51] - - The preferred date/time entered is 01/01/0001 00:00:00 which is invalid because its before todays date/time 31/01/2013 15:20:37 (4003 - 10.132.12.51)

RESOLUTION

This issue is expected to be resolved in our 6.0.2.2 release.

Internal Reference Number (TFS) 103306

APPLIES TO

IVR

Keywords: 103306 callback fail date time invalid

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