

## HowTo - MCC - Subtract Junk contacts from Completed statistic

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### PROBLEM

You are tracking your Multimedia Contact Center statistics, and notice that emails or SMS that were Junked by an agent are counted as Handled and Completed.

**NOTE:** SMS is introduced in MiCC Version 8.0.

### RESOLUTION

You can configure the system to exclude Junked emails from the Handled and Completed counts.

1. Go to **[InstallDir]\CCM\Services\ConfigService\** and open the **GlobalAppSettingsEditor.exe** file.
2. Fill in a line with the following details:
  - Application Name: Leave this blank.
  - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
  - Name: **SubtractJunkEmailStatsFromCompletedStats**
  - Value: **1**
    - **NOTE:** Valid values are: 1 (Enabled), or 0 (Disabled)
  - Description: Add a note explaining who is making this change, or why it is being made.
    - **NOTE:** You must enter something in the Description field in order to save.
3. Click **Save**. It can take a minute or two to fully save, so ensure you wait until the confirmation screen pops up.

### APPLIES TO

MCC 7.X and newer

**Keywords:** mcc junk junked email mail stats statistics completed handled

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<http://micc.mitel.com/kb/KnowledgebaseArticle52080.aspx>

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