

ALM0096 - Historical Agent Activity Alarm

DESCRIPTION

ACD and SMDR data is displaying for an agent that is configured as “Historical” in YourSite Explorer.

This error displays when an agent who is configured as “Historical” is actively handling calls. Reusing old agent IDs or accidentally marking active agents as “Historical” can cause this issue. While it’s easy to recognize the problem in YourSite Explorer when it arises, knowing to look for that specific setting isn’t always so obvious. Look for agents who are marked “Historical” but still showing up in ACD and SMDR records

SEVERITY

Minor

IMPACT

Report data related to historical agents will be inaccurate.

TROUBLESHOOTING STEPS

1. Identify the agent that is incorrectly set as "Historical".
2. Open **YourSite Explorer** and click on **Agents**.
3. Select the agent in question.
4. Ensure the agent does **not** have a check mark beside **Disable real-time monitoring and data collection on this device**.
4. Click the **Save** button at the top left.

APPLIES TO

CCM 6.0 SP1

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