

Queue Now monitor shows no calls offered/handled

PROBLEM

In Contact Center Client, the Queue Now monitor shows no calls being offered or handled, or Queue Performance reports show zeros for offered and handled.

SYMPTOMS

Other monitors show agents taking ACD calls.

In the raw SMDR data we are not seeing standard path records that contain digits dialed like *P100 200 200* to indicate that the call was sent to the path and handled by an agent group. The site is using MCD 5.0 or higher

CAUSE

In MCD 5.0 the default COS for queues has been changed from 1 to 100. The default configuration for COS 100 in MCD 5.0 has SMDR disabled.

NOTE: Another possible cause would be that calls are routing through a NuPoint hunt group before routing to the queues. The resolution would be the same, except the COS that needs to be modified is the one that is assigned to the NuPoint hunt group.

RESOLUTION

1. Log into the **3300 ESM**.
2. On the left click on **System properties => System Feature Settings => Class of Service Options**.
3. Click on COS **100** then click **Change**.
4. Scroll down to the **SMDR** and set **SMDR External** and **SMDR Internal** to **Yes**.
5. Click **Save**.

NOTE: Because this issue is caused by the PBX output, reporting will only be corrected from this point forward. Old SMDR records are still missing information.

APPLIES TO

MCD 5.0

Keywords: MCD 5.0 Queue Now offered handled peg pegging incrementing COS NuPoint

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