

SMDR shows internal abandons when outbound workflow generates calls to a queue on one controller, who's agents are on a second controller

PROBLEM

When using an outbound workflow to generate calls (automatic, or callbacks) to a Queue, the raw SMDR indicates that these calls are internal abandons.

SYMPTOMS

Queues and IVR Ports are on one PBX, Agents are on another.

In the PBX the 'Report Internal Unanswered Calls' setting is set to YES.

The raw SMDR looks like the following:

```
06/10 09:40:48 0000:02:02 8402      8402 661103      A X9999      001
18402                A0010886 A
06/10 09:40:49 0000:02:02 8401      8401 661101      A X9999      001
18401                A0010894 A
06/10 09:42:51 0000:00:03 8402      **** P306 101 103 103      I P306
001
06/10 09:42:53 0000:00:02 8401      **** P306 101 101      I P306      001
```

NOTE: The path records appears to be requeues.

RESOLUTION

You can remedy this behavior in our reports by applying a manual configuration. To do this, please do the following:

1. Go to **[InstallDir]\CCM\Services\ConfigService** and open the **GlobalAppSettingsEditor**.
2. Fill in the following settings on a new line:
 - Application: **DataService.exe**
 - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
 - Name: **HandleInternalAbandonAcdWithFullDigitsDialedAsAnswered**
 - Value: **1**
 - Description: An explanation of why the change is being implemented. **Note that you must enter a value here to save.**
3. Click **Save**. It will take 30 to 60 seconds to save. Please wait for the confirmation box before closing the Editor.

APPLIES TO

7.1

Keywords: internal abandon abandons outbound workflow callback

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