

ALM0089 - Path Reporting for Internal ACD2 Calls

DESCRIPTION

Path Reporting for Internal ACD2 Calls is set to "No" on the PBX.

Select "Yes" if Path Reporting for Internal ACD2 Calls is to be included in SMDR reports.

SEVERITY

Minor

IMPACT

This option must be set to "Yes" for accurate reporting of calls made into a path internally.

TROUBLESHOOTING STEPS

1. Open the **3300 ESM**.
2. On the left click on **System Properties => System Feature Settings => SMDR Options**.
3. Click **Change**.
4. Set **Path Reporting for Internal ACD2 Calls** to **Yes**.
5. Click **Save**.

NOTE: This alarm will need to be cleared manually by going to **YourSite Explorer** and clicking on Alarms. Select the alarm in question and click the **Snooze** button.

APPLIES TO

CCM 6.0 SP1

Keywords: Internal ACD2 Calls ALM0089

Last Modified By: amontpetit, Tuesday, September 18, 2012

<http://micc.mitel.com/kb/KnowledgebaseArticle51536.aspx>

Friday, May 20, 2022